SARIA, Rhenus, REMONDIS – the three pillars of RETHMANN Group
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Dear customers, neighbours and friends of SARIA, dear employees,

“SARIA, Rhenus, REMONDIS – the three pillars of RETHMANN Group” is the title of this edition of SARIA News. SARIA News is usually dedicated to reporting on the latest developments within the SARIA world, but this time we have chosen to widen the focus to include the other divisions in RETHMANN Group, our sister companies Rhenus and REMONDIS.

Dynamic growth, international expansion and ongoing widening of the service and product range for customers are features shared by all three divisions and typical of the entire RETHMANN Group. These characteristics are accompanied by a focus on a decentralised management structure, together with committed managers and professionals across all areas of the business who demonstrate an entrepreneurial mindset. Growth in all three divisions is a key reason why RETHMANN Group now offers a much broader spectrum of services in its various markets than was the case just a few years ago.

This edition of SARIA News is designed to highlight this progress. Examples include discovering that REMONDIS Aqua has a presence in the Indian water supply and disposal industry, and that REMONDIS TSR is the European market leader in collecting and recycling scrap steel. Or that Rhenus Logistics Asia Pacific offers hotels and restaurants in Asia an end-to-end supply chain, from the vineyard in Europe through to the wine rack. Another example is Rhenus Office Systems, a specialist provider of document logistics that handles processing of all incoming invoices for a number of well-known European companies.

Please contact us if you have any ideas or suggestions for new projects involving SARIA Group when reading this edition of SARIA News that you might not previously have associated with SARIA. We will also be pleased to put you in touch with the right people at REMONDIS and Rhenus.

We also wish to inform you about significant steps taken by SARIA in recent months. Top of the list is our investment in the Dutch Teeuwissen Group, a world leader in the processing of casings. Teeuwissen also specialises in collecting, processing, using and buying animal by-products and meat products for supply to the pharmaceuticals industry, food industries and the pet food industry. Given its market position in these areas and presence on all continents, Teeuwissen is an excellent fit with the operations of SARIA Group, offering exciting prospects. The partnership not only enables both companies to forge ahead with international expansion, combining their operations allows the range of products and services to be greatly extended for customers of both companies.

Another major change is SARIA Group’s recent investment in the PDM Group in the UK, the British market leader for processing of animal by-products. PDM’s range of products and services closely resembles SARIA’s existing offerings in seven countries across continental Europe. The primary focus for the two companies is developing ReFood UK, which handles collection and processing of food waste as well as out-of-date food material. As part of this project, the first ReFood UK biogas plant is expected to become operational by mid-2011 at PDM headquarters in Doncaster.

We are sure that you will find plenty of new information about SARIA Group and the wider RETHMANN Group in this edition of SARIA News.

We hope you enjoy reading it.

Best wishes

Dr. Kurt Stoffel
The RETHMANN Group

It was not by chance that, more than 40 years ago, Norbert Rethmann, now honorary chairman of the family firm's Supervisory Board, chose a tree as the company's logo. It was intended to show “that our business activities are geared towards helping to conserve the environment; it is also a symbol of a healthy company.”

“We aim to provide only the very best services and to supply quality products.”

Interview with Reinhard Lohmann, Chairman of the Management Board, RETHMANN Group

As Chairman of the Management Board and the company’s long-standing Finance Director, Reinhard Lohmann has in-depth knowledge of RETHMANN Group and its three divisions. SARIA News spoke to him about the Group’s strengths and its near-term objectives.

SARIA News: Mr Lohmann, where do you see the particular strengths of our corporate group?

Reinhard Lohmann: RETHMANN Group has experienced particularly dynamic growth over the last ten years – which is something we aim to do in the future too. One of the supporting factors here is our decentralised structure. Our more than 550 operating companies respond flexibly to market needs and adapt rapidly to the specific requirements of their customers. This will enable us to integrate additional elements in the future.

SARIA News: What qualifications are important in order to continue this growth trajectory going forward?

Reinhard Lohmann: We aim to deliver only the very best quality. Our employees are our most important resource in this endeavour. In 2009, for example, we trained more than 1,000 young people in various career paths in the field of modern water management and environmental services, logistics and bioindustries. Over the next few years we intend to continue the policy of international expansion we adopted some time ago. The aim is to have a presence in countries such as China, India and Brazil. This will involve training young people from these growth countries in our core countries. In addition to the necessary qualifications, it is essential to
Norbert Rethmann’s father, Josef Rethmann, laid the foundation in 1934 when he acquired a small haulage firm in Selm, where the company is still headquartered today. Ash disposal was one of the services provided, with coal briquettes being used for heating purposes in the town and elsewhere. When the municipal authorities decided to introduce “dust-free waste collection” in 1959, the small firm of Josef Rethmann was awarded the contract.

At the time, no one had any idea of the historical significance. That waste disposal contract became the foundation of the present-day RETHMANN Group and marked the birth of REMONDIS with its international operations and diverse activities. In 1977, the company acquired a carcass disposal facility in Marl, expanding its range to include services provided by the present-day SARIA Group. The acquisition of Rhenus AG & Co. KG in 1998 saw further expansion of the logistics division.

The name RETHMANN is now synonymous with reliable service and customer focus around the globe. It also represents a family business with international operations: the Group and its three divisions operate at more than 800 locations in 39 countries. Around 39,000 employees generated sales of over seven billion euros in 2009.

REMONDIS Group, the largest division in RETHMANN Group, is one of the world’s largest private operators in the water management and environmental services sector. Its services range from supplying and treating water through recovering raw materials to developing recycling products and providing alternative energy sources.

As a leading European provider of logistics services, Rhenus Group is active in the areas of contract logistics, freight logistics, port logistics and public transport. The company’s core competences include developing and implementing customer-specific solutions in various sectors, plus tailored optimisation of the entire associated logistics chain.

Finally, SARIA Group is an international manufacturer of quality goods for human consumption, animal nutrition, agriculture, aquaculture and industrial applications. SARIA also uses food waste, kitchen waste and meat residue to produce renewable energy in the form of electricity, heat, nutrient-rich fertiliser and biodiesel.

Despite their distinctive profiles, the three divisions of RETHMANN Group all see themselves as members of a strong alliance that allows access to a range of experts and additional services, as well as the ability to share resources. This is a further reason why the company is ideally positioned to tackle both current and future challenges.

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REMONDIS invests in conserving resources, water management and combating climate change

Environmental services that contribute to the global supply of raw materials, energy and water management

REMONDIS Group at a glance

- 18,600 employees
- 3.8 billion euros in sales
- More than 500 locations in 27 countries
- A logistics network comprising around 7,000 commercial vehicles
- Services for local municipalities covering a total of more than 20 million citizens
- More than 25 million tonnes of recyclable and waste materials processed each year
As resources become ever scarcer, the private environmental services sector is playing an increasingly important role in the worldwide supply of raw materials and fighting climate change. REMONDIS, a family firm established in 1934 with annual sales of 3.8 billion euros (2009), is committed to leveraging innovative concepts, new ideas and pioneering strategies to make a significant contribution to the future supply of raw materials and water.

Collaborating for greater efficiency – PPP with REMONDIS

REMONDIS is a strong and expert partner for all aspects of water management and environmental services. Its expertise enables it to accomplish tasks for local municipalities from supplying water and disposing of waste water to waste management, whether this involves taking over existing facilities and systems or implementing completely new solutions. REMONDIS can look back on more than 25 years of experience with water management for local municipalities. Public private partnerships (PPP) have also proved to be an effective, safe, economical and above all flexible solution in this segment.

According to a study by the German Institute of Urban Affairs (DiFu) on behalf of the Federal Ministry of Transport, Building and Urban Affairs, more than 300 PPP projects with a total value of around 7 billion euros have been realised in recent years in Germany. The efficiency and cost advantages provided by public private partnerships were used primarily in waste management and in sewer systems, water supply and waste water cleaning, as well as public construction works, in the transport sector and in information technology. One in six towns in Germany is already involved in PPP projects, while roughly one in three towns with over 200,000 inhabitants plans to provide at least some municipal services via a PPP in the coming years. Throughout Germany and internationally, REMONDIS is a reliable partner for water management and environmental services, ensuring that local municipalities can maximise productivity, quality and cost-effectiveness to deliver public services with exceptional efficiency.

REMONDIS is one of the world’s largest private companies in the water management and environmental services sector, providing services to more than 20 million people. The company has a presence in 21 European countries, plus China, India, Taiwan, Australia and New Zealand, via local offices and stakes in other companies.
Lippewerk plant in Lünen

No raw material is unlimited, no energy source inexhaustible. That’s why REMONDIS endeavours to ensure that natural stocks are conserved as much as possible. The Lippewerk plant in Lünen, Europe’s biggest centre for industrial recycling, plays a major part here.

Each year, REMONDIS produces more than a million tonnes of raw materials and products from over 1.6 million tonnes of waste materials. Around 300,000 MWh of energy are also produced annually. All this requires a vast array of processing and production facilities on the 230-hectare site. Activities include recovery of plastic granulate from waste, as well as recycling of electrical waste, timber processing for chipboard and recycling of stainless steel and non-ferrous metals from clinker.

High-quality basic materials, specialist products and industrial goods are created with the aid of industrial production facilities. Many of these products are in demand worldwide and are used in a wide range of industries. Examples include alumin, a special-purpose chemical for water management and the construction industry; casul, a white pigment for paint, plaster and paper; and RETERRA compost products for agriculture, garden and landscaping.

The energy required is supplied by two power plants that use secondary fuels or wood. This replaces 130,000 tonnes of primary energy sources each year and avoids emitting 260,000 tonnes of CO₂, demonstrating once again the close relationship between conserving resources and combating climate change.

FES Frankfurt

As a major business centre, Frankfurt relies on everything running smoothly, even during winter conditions. To prevent ice and snow causing traffic chaos, 1,050 km of urban roads need to be cleared and gritted. This task is handled by FES Frankfurter Entsorgungs- und Service GmbH, which deploys up to 105 vehicles from 4.00 a.m. to 11.00 p.m.

As a public private partnership (PPP), the company is a joint venture between the public and private sectors. 51 per cent of the shares are held by the city, while 49 per cent belong to REMONDIS.

Clearing ice and snow is only a small part of the tasks performed by FES. As the leading full service provider in the region, the PPP offers comprehensive waste disposal services that benefit many companies and 1.4 million citizens. The spectrum ranges from collecting residual waste, harmful substances, bulky waste, bio-waste and recovered paper to generating electricity and district heating in Frankfurt’s waste-fuelled power station.

The partnership between the city and REMONDIS was established in 1996 and has long since proved its value. FES has earned a reputation beyond the Rhine-Main region not only for exemplary service delivery but also for stable charges.
From waste disposal and recycling, modernised sewage networks and effluent treatment plants to the production of drinking water, Poland is one of the many countries where REMONDIS repeatedly sets new standards. The company’s six waterworks provide 450,000 cubic metres of drinking water per year in the Drobin region. In Warsaw, REMONDIS operates the largest recycling centre in the country, and in Łódź the most advanced dismantling centre for waste electrical and electronic equipment in Poland.

Each year, up to 100,000 tonnes of waste equipment are dismantled to recover valuable raw materials.

With increasing European unification, it is important for many Eastern European countries to rapidly catch up with Western standards. REMONDIS makes a significant contribution here by creating infrastructure that complies with EU directives. The progress made in Poland can serve as a template for other countries.

Modern waste disposal and recycling structures gradually emerged. For example, a modern landfill site replaced two disorganised landfills that polluted the ground water and released methane gases that are detrimental to climate. Sorting facilities and a compost plant help reduce the quantities destined for landfill and support recycling of useful material. The city itself also benefits, with road cleaning, parks maintenance and snow clearing services in Saporoshje all now exemplary.

In Ukraine, REMONDIS already provides services for 2.3 million people.
Oil and gas prices have moved steadily upwards over the years. This not only makes heating costs more expensive, it also feeds through into product prices. It is therefore only natural that consumers and companies start looking round for more cost-effective alternatives. High-quality wood fuels are increasingly in demand, led by PYROHACK®, a product from REMONDIS subsidiary RETERRA. Made from off-cuts and woodcuts, this fuel has three compelling features: high calorific value, CO₂-neutral when burnt and unlimited availability as a renewable raw material.

RETERRA is the specialist company within REMONDIS Group for biological raw materials. It has a track record of providing services and products for companies, local municipalities and consumers going back more than 20 years.

In addition to alternative fuel, the most popular RETERRA products include compost, soils, substrates and mulch materials, with 620,000 tonnes of these branded products being sold each year.

The HUMERRA® compost produced in composting facilities throughout Germany is considered a natural source of humus and ideal for improving the soil. In agriculture, landscaping, in gardens and balcony flower-boxes, it aids healthy plant growth, abundant harvests and beautiful flowering blooms. RETERRA’s product range is rounded off by AGRAGENT® – a service area extending from the application of sewage fertilisers to the legal requirement to maintain documentation – and BIOGENTA® as a supplier of biogas plant raw materials made from the biomass of plant and animal waste.

REMONTDIS Australia

January 26th is special in Australia, since it was on this day in 1788 that the first British ships reached the Australian continent, an event celebrated every year as Australia Day. Throughout the country, spectacular major events take place. Celebrations centre on Darling Harbour, Sydney, where the top billings in the programme include a boat parade and elaborate fireworks that attract hundreds of thousands of visitors.

Despite the huge crowds, the harbour district looks tidy even on the country’s national day, courtesy of the flexible waste disposal service provided by REMONDIS Australia, which is adapted to the needs of this major event and the relaxed party mood among the guests.

REMONTDIS has had a close relationship with the fifth continent since 1982, when the company opened its first international branch here. REMONDIS is now represented in the cities of Brisbane, Coolaroo, Macquarie, Perth, Port Salisbury, St. Marys, Sydney and Wingfield.

Unlike Australian waste disposal companies, which in many cases still use landfill, REMONDIS focuses on recycling. Attitudes are changing in Australia, not least due to the changes brought about by REMONDIS. Environmental protection and climate change issues are gaining greater prominence, with the result that more and more recyclable materials are being recovered “down under”.
Buchen industrial cleaning

Proper maintenance is essential to keep things working properly. That principle also holds true for industrial installations. From storage tanks and furnaces to pipework and reactors, regular cleaning ensures that production infrastructure continues to function reliably.

Special expertise is needed to clean steelworks, power plants, refineries and similar installations. Several challenges have to be faced at the same time. The work has to be done quickly so that normal operation can be resumed as soon as possible; special safety standards also apply, because the work often involves chemicals, gases or even nuclear material. In many instances, the substances have to be handled with caution due to their hazardous nature. As part of REMONDIS, Buchen Group with its 2,330 employees focuses on the demanding industrial cleaning sector. Buchen is one of Europe’s leading industrial services companies, operating wherever major industrial companies are located. In addition to cleaning services, the extensive portfolio includes inspections and services related to upgrading large-scale industrial facilities. Delivering sustainable solutions in this sector calls for a single-source provider that covers everything from the first step through to successful completion.

REMONDIS Aqua – Akzo Rotterdam

AkzoNobel supplies industries worldwide with quality ingredients for life’s essentials. These products are found in medicines and foodstuffs, textiles and vehicles. The Dutch company’s core philosophy is to enhance living standards and environmental conditions. This approach is reflected in its production processes, for example at the AkzoNobel site near Rotterdam.

When waste water treatment at the Rotterdam plant needed to be modernised, AkzoNobel awarded the contract to REMONDIS Aqua. Its water specialists developed a customised plan for the Dutch company to substantially improve the performance of the existing system. Waste water is now purified to the extent that it can be discharged directly into the harbour. REMONDIS Aqua is responsible for operating the optimised facility under a long-term contract.

By working with REMONDIS, AkzoNobel benefits from the expertise gained in a large number of similar projects – REMONDIS Aqua is the leading provider of contracting solutions for industrial water management in many countries. Examples include projects with partners such as MAN, BASF, Henkel, Wild Valencia and Wheels India. The company has also teamed with local government bodies in Germany, Spain, Poland and Turkey.
REMONTDIS Aqua India

India is undergoing massive change, with the economy growing rapidly. This offers a brighter future for the country’s 1.2 billion inhabitants as the upturn creates employment and drives up living standards.

One of the main economic centres in India is the state of Maharashtra. Large international corporations have located here, such as Seco Tools, alongside local companies. As a leading manufacturer of cutting tools made of steel, Seco Tools manufactures products in the city of Koregaon Bhi- ma for the world market. The company needs pure water to do this, something which in India is still a scarce re- source.

Seco Tools teamed with REMONTDIS to help ensure that production runs reliably. The water needed is extracted by REMONTDIS directly from a well on the Seco Tools site and then treated. Part of the specification is that water quality must meet the exacting standards of Seco Tools. In order to achieve this, the water is not only purified by REMONTDIS but also demineralised in a special facility.

Supplying water is only part of the service provided to Seco Tools. At the other end of the manufacturing process, REMONTDIS deals with the company’s waste water by taking used water and treating it. Like many other Indian companies, Seco Tools benefits from a reliable and secure water cycle thanks to REMONTDIS.

REMONTDIS TSR – the “scrap metal island” in Duisburg

The Ruhrort district of Duisburg is located right in the heart of the German Ruhr district, where the Ruhr River joins the Rhine. It is home to Europe’s largest inland port and the “scrap metal island”, the main REMONTDIS metal recycling site.

REMONTDIS recovers metals on an industrial scale. Around nine million tonnes are processed each year and subsequently returned to the economic cycle. The materials range from simple scrap steel to valuable metals in the platinum group. A large proportion of the material passes through the “scrap metal island”, or to be more precise the TSR site on the island. REMONTDIS subsidiary TSR operates internationally, earning itself a reputation as an important supplier to the steel industry and reliable business partner worldwide.

As European market leader in the recycling of scrap steel and non-ferrous metals, TSR operates in four areas: collection, sorting, processing, and distribution. Defined types of scrap steel, special foundry scrap products and alloy metals provide a real alternative to primary raw materials. This reduces consumption of metal resources while also benefiting the climate. Using a single tonne of scrap steel not only saves 650 kilo- grams of iron ore, it also avoids one tonne of CO₂ emissions.
Südharzer Gipswerke

Gypsum rock and its cousin anhydrite are mined around the world and used in technical applications. Both minerals also occur in large quantities as industrial by-products.

Each year, REMONDIS markets some 350,000 tonnes of gypsum-based bonding materials and additives under the RADDIBIN product name. With a view to securing access to important raw material reserves into the next decades, REMONDIS acquired all the shares in the long-established Südharzer Gipswerk GmbH (SHG) at the start of 2009. This company, headquartered in the Thuringian town of Ellrich (D), is a perfect fit with REMONDIS’s operations in the gypsum-based products sector. SHG owns six quarries where natural gypsum rock is mined as a raw material for the firm’s own production process and for selling on. Four SHG production facilities in Central and Southern Germany produce specific calcium sulphate-based products for the construction industry and for other industrial customers throughout Europe.

Gypsum is a highly versatile and completely non-toxic raw material that has been used in construction and as a basic material since ancient times. Its range of uses extends from the construction industry, additives and bonding materials to use in orthopaedics and dentistry. Gypsum is also used as a shaping mass for crockery, sanitaryware and roof tiles. Additionally, it is used as an additive in the food and feed industries.

REMONDIS recycling of electrical waste

Automatic coffee makers are replacing traditional coffee machines, LCD TVs are rendering CRT sets obsolete, notebooks are usurping conventional PC towers: rapid innovation cycles are leading to ever greater piles of electrical and electronic waste. In the European Union alone, a good seven million tonnes of waste equipment accumulates each year.

For REMONDIS, this discarded equipment is a rich, long-term source of raw materials. Some 20 years ago, the company began to recover the recyclable materials in these products. Those early beginnings have grown into exemplary recovery systems and pioneering recycling methods. The Group now operates five dismantling centres for electrical recycling in Germany and a further six in other European countries. They convert yesterday’s waste into tomorrow’s raw materials. Alongside plastics, glass and wood which together make up about 35 per cent, metals are mainly recovered, including iron, stainless steel, aluminium and silver. Although there are often only a few grams or even milligrams in a single device, the sheer volume makes it viable. For example, around 900 tonnes of copper can be separated out from the 5,000 tonnes of mobile phones discarded each year in Germany alone, which makes an important contribution to reducing consumption of natural resources. In addition, secondary raw materials can be processed in a particularly energy-efficient way. In the case of aluminium, re-use saves 95 per cent of the energy and thus the same proportion of the CO2 emissions. Conserving resources and combating climate change go hand in hand here.
Mr. Rethmann, before moving to Rhenus you were the head of SARIA. What are the differences and what things do you find in common?

There are more things in common than you might think at first. Both companies have a very strong international presence. In both, success is based on focusing on specific types of service or regional markets. In both, the business challenge lies in coordinating the different units. This coordination will always be required when a customer is served by different organisations within the same group. SARIA is, in many respects, also a logistics company – SARIA operates significantly more trucks of its own than Rhenus. Rhenus requires more IT skills, by comparison, while SARIA calls for more production expertise. Both are innovative companies that have the desire and ability to grow.

Rhenus Group describes itself as a logistics service provider. To the uninitiated, that conjures up visions of trucks on the motorway. In three sentences, how would you explain what Rhenus actually does?

Rhenus is not just a transport company, of course, we are a full-service provider able to assist with our customers’ entire goods and information flows, making us their value-added partner. Our customers can focus on their core business while we deliver the raw materials, store them, fulfil re-orders and dispatch, or we plan the best route and advise our customers on the best location for them. Rhenus even carries out individual production steps or conducts quality controls, and last but not least, we also transport the goods.

Rhenus divides its services into several business areas. Which ones?

The Rhenus product range comprises services that are assigned to four business areas. We call these Contract Logistics, Freight Logistics, Port Logistics, and Public Transport.

Three of these areas deal with goods logistics. What do they involve exactly?

- Contract Logistics offers highly customer-specific solutions. This is because trade and industry not only
ask us to handle storage of their goods, they also entrust us with other important tasks. The business area manages complex logistical chains when procuring goods, or takes care of logistics right through to production for example by assembling parts for the automotive industry or setting up and stocking retail sales displays. We provide these services either directly at the customer’s site or in one of our many logistics centres across Europe.

- Freight Logistics is responsible for worldwide transport. The firms in this business area plan and perform transportation by truck, rail, ship or plane. Freight Logistics handles urgent shipments; it also transports hazardous, heavy or oversize loads. Small shipments are aggregated into a single large one and transported together, or the transport medium is used for one customer only. Rhenus operates a regular service to many destinations, while others are possible on request, whether within Germany or beyond. Cross-border transport includes handling all customs formalities.

- The third business area is Rhenus Port Logistics, which develops end-to-end systems for procurement and distribution. Accordingly, Rhenus designs, manages and operates efficient intercontinental supply chains for a wide range of goods, from bulk cargo through high-volume packaged goods, heavy cargo and plant to containers. Throughout Europe, Rhenus uses not only its own terminals in maritime and inland ports and its own ships, but also railways and trucks. The firms involved in Port Logistics also perform a wide range of logistics tasks, such as plant logistics in the paper industry and the storage and repair of empty containers.

And how does the Public Transport business area fit into this portfolio?

It’s only a small step from transporting goods to transporting people. RETHMANN Group’s many years of experience in structuring public-private partnerships with German municipalities made it easier to enter this line of business. Rhenus is now a leading private service provider in the German public rail and road transport sector.

Are Rhenus and its logistics services specialised in particular sectors and markets?

Yes, each of the business areas has key industries and niche markets on which it focuses. Rhenus can offer them tailored services for which mainstream logistics providers lack the experience and knowledge. This may involve an online customs declaration for Russia, the management of magazine subscriptions or transporting zoo animals. Some examples are presented here in SARIA News. They have been selected more or less at random to indicate the breadth of our operations.

That sounds like a large number of very different services, so what do they have in common?

Well, Rhenus is focused and customer-oriented. This means there are specialists for containers, for coal transportation, for a particular customer, for IT or for managing a team. Everyone concentrates on their own task, but can also share their knowledge so it can be applied to a different customer, a different country, a different line of business or a different mode of transport.

Customers are always at the heart of everything we do: What does the customer need? What are their objectives? How can we help the customer to achieve them? The closer we are to customers, the better the solutions we can develop for them.

What skills do employees need in order to do this?

From what I’ve already said, we clearly need specialists. Each performs the tasks for which he or she is best qualified. But above all we need people who want to apply their individual experience and knowledge and who are highly committed. That applies equally to our management teams and to the employees.

And where can companies access the services provided by Rhenus Group?

Rhenus has a comprehensive network of sites extending across most of Europe. We also have a strong presence in Asia. We work with partners, correspondents and agents in markets we cannot cover via these sites.
Rhenus uses trucks to deliver the goods to the German Miele plants and a location in the Czech Republic via a total of 10 hubs. Working with the customer, Rhenus has developed a regional haulage network that integrates over a hundred suppliers, who are currently served by 47 scheduled fixed routes that are also used to return empty containers. In total, Rhenus arranges some 4,000 journeys per year, with deliveries ranging from twice a week to daily. Only Miele goods are carried, whether the vehicle is full to capacity or not. The aim is to supply the Miele plants costeffectively and as close to just-in-sequence as possible. A joint Miele-Rhenus steering group also plays a part here, which plans routes based on expected requirements. The Rhenus control centre in Hilden also helps to streamline processes. Dedicated employees at the centre carry out order acceptance, fulfilment and control exclusively for Miele. The best proof of the customer’s confidence in its service provider is the fact that Miele and Rhenus have just commenced working together in the areas of air freight and sea freight.

Contargo

Global delivery chains are a major challenge, especially for goods that require an end-to-end temperature-controlled transport chain. Contargo is a Rhenus Group company that specialises in trimodal container hinterland transport. It regularly handles transportation of insulin from Frankfurt to Rotterdam on behalf of a pharmaceutical company.

Before transportation starts, the temperature-controlled containers – known as “reefers” – are heated or cooled to 8–12 degrees Celsius. This temperature must be maintained throughout the journey. A sophisticated emergency management system ensures that only containers with an unbroken refrigeration chain in hinterland traffic are loaded onto the ship. Even for the 400 metre journey from the producer to the Frankfurt terminal, the container is supplied with power for refrigeration while on the truck. Contargo delivers the container overnight by inland waterway to Koblenz and from there to Rotterdam. The containers are always arranged so that they can be seen from the bridge of the boat and checked every two hours. In Rotterdam, Contargo unloads the valuable cargo and passes it to another service provider for transport by sea.
Rhenus Logistics Asia Pacific

The members of the legendary Hong Kong Club, a prestigious institution in the heart of the Asian metropolis since 1846, have high standards when it comes to their drinks menu. To meet these requirements, Rhenus Logistics Asia Pacific ensures that the wine is properly stored and transported.

Since Hong Kong abolished import duties on beer, wine and other alcoholic drinks with no more than a 30 per cent alcohol content in February 2008, the city has become an attractive trading and distribution hub for alcoholic beverages. Rhenus offers winegrowers, dealers, hotels and restaurants an end-to-end supply chain from the vineyard in Europe through to the wine rack in Asia – cooled, if required. From Hong Kong, Rhenus forwards complete or picked shipments to other countries in the region. The logistics service provider also offers other services, such as re-labelling bottles in the relevant language, taking care of customs clearance, storage and delivery to the consumer.

Rhenus offers car manufacturers and automotive suppliers more than just transport and logistical services. For example, Rhenus employees also carry out final assembly of spring strut modules for a manufacturer of drivetrain and chassis components onsite in the manufacturing plant, in addition to handling vehicle parts logistics.

To accomplish this, the two companies work together very closely. In addition to agreeing the number of modules to be produced, they both contribute to optimising the process. This boosts productivity and allows Rhenus to adjust the number of employees deployed to match production levels. Rhenus employees assemble the modules on the customer’s assembly lines, working in shifts. Their duties also include all intra-company logistics and booking tasks required for assembly and delivery. One of the jobs the Rhenus employees perform is packing the finished spring strut modules on special pallets made of thermoforming sheet. Quality control is also the responsibility of the logistics provider. Before packing, Rhenus subjects the finished parts to manual or mechanical quality checks, a task which entails tight integration of Rhenus into the customer’s quality management system. Rhenus employees receive special training in these processes.

Drivetrain and chassis components

Rhenus offers a full range of international transport services in Asia.
Rhenus Office Systems

Every year, almost ten million tonnes of printed and press paper are used in Germany alone. Some of this paper is used in operational processes and must be retained for documentation purposes.

Document logistics specialist Rhenus Office Systems operates mail rooms, digitalises documents of all types, archives physical files, carries out file and data media destruction and provides staff to handle such activities.

To take one example, Rhenus handles processing of all incoming invoices for a well-known leasing company. Each day, Rhenus receives some 700 incoming invoices directly from the customer’s suppliers. After the post arrives at the scan centre in Dortmund and has been checked for special cases and misdirected mail, the invoices are prepared for processing. The invoices are taken out of the envelopes, staples are removed, barcodes are added and the documents are digitalised. All invoice information, such as net amount, invoice date and number, can then be read automatically. Verification is carried out and relevant information added from the master records held. Experienced employees correct any items of information not recognised automatically. All invoices are then made available on the same day as PDF documents, together with the extracted data, by means of an encrypted link. After processing, Rhenus archives all invoices in a security archive in compliance with the legal retention period.

Verbatim

Electrical retailers offer a huge array of products. Verbatim alone, the world market leader in optical storage media, has 800 different products in its range.

To ensure availability, the company maintains a centralised distribution centre to supply the European market. The centre is located in Duisburg, Germany, and operated by Rhenus. Goods arrive there in containers by inland waterway. In addition to storage and picking, Rhenus also handles other tasks at this location. With the aim of further accelerating fulfilment of customer orders, Verbatim recently relocated assembly of external hard drives from Asia to Europe. Accordingly, Rhenus set up two production lines where its own qualified employees complete around 350,000 order items each year in a two-shift operation, including carrying out quality checks. This allows Verbatim to respond significantly faster to the European market than if the disks were being assembled in Asia. Stock levels of finished products can be reduced and instead of importing the finished hard disks by air freight the individual parts are brought in by sea freight or by truck from European warehouses. A welcome side effect is that freight costs and CO₂ output are reduced.
One of Rhenus’s special focus areas is supplying coal-fired power stations and disposing of their waste. One example is a coal-fired power plant located on the Mittelland Canal, where the workflow is as set out below. Each year, Rhenus PartnerShip transports up to 1.4 million tonnes of imported coal by inland waterway from the Port of Hamburg to the power station. At the power plant’s own port facility, Rhenus employees unload the coal onto conveyor belts using a grabber crane. The belts take the fuel to the coal mill or to the open-air storage facility managed by Rhenus. The storage facility can hold up to 500,000 tonnes of different coal types. From the storage area, coal is transported on a conveyor system to the pulveriser, where it is crushed and then blasted into the combustor using hot air. Rhenus also uses block trains to transport coal to power plants. The Rhenus service portfolio further includes plant logistics and the disposal of power station by-products such as pulverised fuel ash and desox gypsum.

For many companies, dealing with customs formalities in cross-border traffic is a tedious business necessity. The Rhenus Customs Competence Center can relieve them of the task and ensure the smooth exchange of goods with non-EU countries.

Customers have access to specially trained staff and a highly effective IT set-up. Importers of foodstuffs from Asia are an example of the kind of company that can benefit. At a Rhenus branch in South Germany, all customs-related data for clearing the customer’s goods in the company’s own customs warehouse is transferred via a special interface together with inventory management data (goods inwards and outwards data). As a result, customers enjoy all the advantages of a customs warehouse while still having ready access to their goods for delivery within Switzerland or countries in the European Union.

Germany imported almost 37 million tonnes of coal in 2009 for use by industry such as steelmaking, and in power plants to generate electricity.
Rhein-, Maas- und Seeschiffahrtskontor

Finland is the world’s second-biggest exporter of pulp and paper. Rhenus subsidiary Rhein-, Maas- und Seeschiffahrtskontor (RMS) transports special paper for the food industry, for example, which is processed into items such as drinks cartons and chocolate boxes.

RMS operates throughout Europe as a freighter and ship-owner for short-sea voyages focusing on maritime-river shipping. It carries the rolls of paper from Vuoksi, a port on Lake Saimaa, to Düsseldorf without any breaks in transportation. The paper, which weighs almost 2,000 tonnes per load, must be well secured. No other goods may be carried in addition, since the paper is intended for food-related use. Synthetic mats or airbags protect the paper from rubbing against the sides of the ship. Timber placed in the bottom of the vessel ensures that condensation can drain away, while the modern box rooms are equipped with electrical ventilation. The boats must meet the technical requirements for maritime-river transportation: a bow thruster, small draught and low superstructure, and ice class from January to April so that trips can also be made in freezing conditions.

Rhenus Veniro has held a 51 per cent stake in the company since partial privatisation, and committed itself to making NIAG profitable by 2013. Rhenus Veniro achieved this in the second year after part-privatisation, despite an average annual deficit of 7 million euros in the previous years. This required extensive restructuring. Rhenus Veniro reviewed all business processes, for example, and brought some outsourced services back in house. NIAG now also offers services for third parties, such as workshop servicing for sub-contractors. Rhenus Veniro bears all the risk, while Wesel District benefits from the reorganisation in accordance with its shareholding in the company.
Publishing logistics

Specialist information is very much in demand, making the market for specialist publications one of the most attractive in the publishing sector. Rhenus offers the book industry a broad portfolio of services that can be combined to create custom solutions. The range extends from full service with an individual approach for publishers through centralised logistics for bookshops to handling logistics for mail-order book businesses.

As a neutral service provider, Rhenus handles the entire range of logistics on behalf of publishing houses. This includes managing the storage facility, picking and dispatching the goods including returns management, order acceptance and customer care, as well as extensive computer centre and applications services. In addition, Rhenus offers a complete subscription and magazine service including mailing, a full service for loose-leaf works, as well as fee invoicing and accounts receivable. Storing and mailing promotional items is also part of the Rhenus Media portfolio.

Cuxport

Some 70 per cent of all vehicles manufactured in Germany are exported. To transport its high-value products, the automotive industry needs reliable service providers along the entire logistics chain. Transshipment to a different mode of transport in particular is a task for specialists.

Cuxport, a facility on the North Sea in which Rhenus has a majority stake, has evolved into this type of specialist operation. One of its customers, a well-known German car manufacturer, supplies the entire UK market via Cuxport. The cars arrive overnight by rail, Cuxport employees unload the wagons at a double ramp with two platforms each 400 metres long, and park the vehicles in open areas reserved for this purpose. The vehicles are typically loaded onto a ship the same day. The Cuxport facility is accessible to many different vessels because it can handle draughts of up to 15 metres, and operations are not dependent on the tide. Since Cuxport is linked to its customers via its IT system, vehicles can be driven onto the ship via the roll-on/roll-off ramp in the correct order as prioritised by the customer.
Animal fats have properties that make them an ideal complement to human food and animal nutrition. The bakery industry, for example, uses lard produced by SARIA subsidiary UNIMELT when making sponge mixture. It is also used in ready meals and deep-frozen food. Fish meal and oils that are not suitable for human consumption are used as a nutritional supplement in feed and in aquaculture. The pet food industry uses animal proteins and fats as a healthy additive. SARIA also collects animal by-products in the form of skins and hides, and supplies them to sectors such as the automotive industry.

The company also has many years’ experience of collecting and processing food waste and kitchen waste, as well as frying fats. All locations share the same high standards of care, cleanliness and punctuality shown by the 700 or so employees at the 16 sites operated by the German SARIA business area ReFood when they collect waste, for example from retailers, the food industry and catering establishments. ReFood now operates across Europe, including France, the UK, Poland and Luxembourg, with other countries at the planning stage.

What makes this service special is that the kitchen and food waste is not simply disposed of, but fermented in biogas plants. This produces eco-friendly energy in the form of electricity, heat and valuable organic fertilisers.

Given the increasing efforts to combat climate change, we need fuels that help conserve natural resources. SARIA subsidiary ecoMotion has
been operating in this segment for almost a decade. Each year, it produces 210,000 tonnes of biodiesel. Compared to conventional fuels, this reduces greenhouse gases by up to 83 per cent. In this area, SARIA benefits from a number of synergies. For example, the used cooking oils and fats that GERLICHER collects from the catering and food industries are processed by ecoMotion.

Not all animal by-products from the meat industry and agriculture are suitable for further processing. In fact, waste that poses a risk to humans and the environment must be collected and disposed of in compliance with special legal and hygienic regulations. This is also one of the services provided by the Group.

Like REMONDIS and Rhenus, SARIA is committed to achieving further growth and capable of doing so. Almost 4,000 employees in ten countries work towards that goal every day. SARIA’s stake in the Dutch Teeuwissen Group now gives it access to markets in Asia as well as North and South America. The key objective of joining forces is to further develop the variety and quality of products and services for customers and suppliers. SARIA has also held a stake in British group Prosper De Mulder (PDM) since 2010 and is involved in the UK market for renewable energy.

The Group’s objectives for the next few years have been clearly defined: “We intend to develop products that are more highly specialised, with the aim of meeting customer demands for quality products,” says Dr. Kurt Stoffel, Chairman of the Management Board of SARIA Group. “Another objective is to continue the Group’s international expansion, accompanied by the transfer of skills acquired in the past to new growth markets.” Joining forces with PDM and Teeuwissen provides exciting opportunities for growth, as does the experience gained in the Group’s core countries.
CO₂-neutral fuel from ecoMotion

Based on animal fats, vegetable oils and waste cooking oils and frying fats, ecoMotion produces what is probably the most environmentally friendly and sustainable biodiesel currently achievable on an industrial scale.

Pure biodiesel can be used as a fuel, but the oil industry typically uses it to meet the mandatory blending quota for conventional fuels. In Sternberg, Germany, ecoMotion produces plant-based biodiesel. Each year, 100,000 tonnes of high-grade biofuel with an outstanding CO₂ balance sheet are produced at the site.

Rapeseed is the renewable energy source used by ecoMotion for its production process. Each year, the company squeezes around 170,000 tonnes of the agricultural crop in Sternberg, which is supplied chiefly by farmers from the surrounding region of Mecklenburg-Western Pomerania. In addition to rapeseed oil, the process produces rapeseed cake, which is used in agriculture as feed.

A key step in biodiesel production is transesterification. In a chemical reaction, the glycerine contained in rapeseed oil is replaced by methanol. This leads to the formation of biodiesel (fatty acid methyl ester) and glycerine; the latter is refined into pharmaceutical glycerine in an additional step. This basic material is around 99 per cent pure and used in many different applications in the food and pharmaceutical industries.

At its Lünen and Malchin facilities in Germany, ecoMotion uses by-products of the food processing industry and used frying fats from the catering industry as the raw material for biodiesel production. Producing biodiesel from these types of waste material achieves a saving of 83% compared to the greenhouse gas emissions of mineral diesel – the highest contribution to avoiding CO₂ emissions in the context of biofuels. This fact was recently recognised in the latest Renewable Energy Directive.

In total, ecoMotion produces 210,000 tonnes of biodiesel in Germany, avoiding 400,000 tonnes of greenhouse gases.

Pet food production in Vitré

French subsidiary Kervalis has been specialising in processing poultry by-products for pet food at the Vitré site for many years.

The French factory in Vitré became part of SARIA Group in 1988. Kervalis and its 37 employees process around 97,000 tonnes of raw material each year at the site. Collections are carried out by its fleet of 24 trucks and 20 tankers. The collection point at Locminé, some 150 kilometres away, extends the catchment area to the Bretagne region.

Only poultry by-products are processed by Kervalis in Vitré. As premium additives for dry feed, more than 90 per cent of the products are used in the pet food industry. The recovered fat is used in oleochemical processing. A major factor in maximising added value is that collection cycles and routes have been optimised in recent years. The plant’s high capacity also ensures that the delivered material is processed speedily.
Schnittger leather in the automotive industry

From seats to dashboards, leather has always been highly valued by car enthusiasts. They can rely on the quality provided by Gebrüder Schnittger GmbH.

Schnittger gathers its materials at three locations in South Germany: skins and hides from German animals, supplied from selected regional sources. In this way, Schnittger is able to guarantee its customers quality products that comply with all relevant ecological and technical requirements. This dependability is important in the car industry, for example, where companies need to be assured of consistently high quality leather even when large quantities are involved.

If a model range is to be fitted with high-quality leather seats, door cards or dashboards, car makers such as Porsche, BMW and Mercedes-Benz need their suppliers to meet exacting specifications. Schnittger supplies the downstream workshops with exactly the required quantity and quality of raw material or semi-finished products. Employees start by sorting the skins and hides according to criteria such as species and weight. Then appropriate conservation methods are agreed with the customers. Storage in refrigerated warehouses is the best way to preserve the products. If the leather is to be shipped to Asia for processing, for example, it may alternatively be salted to preserve it longer.

Schnittger also markets finished leather to customers such as upholsterers and interior decorators under the brand name BayernLeder. The product range covers a huge variety of qualities and colours, with delivery at short notice possible.

Fish oil as a liquid energy supplement

Carelessly throwing away waste generated by the food processing industry is no longer an option. Accordingly, SARIA Group uses fish scraps to produce high quality fish oils. Rather than depleting worldwide stocks by catching more fish to produce fish oil, the group extracts maximum benefit from catches already made by the fishing industry.

Many products can be improved using the quality fish oils produced by SARIA at its sites in Cuxhaven (D), Artabra (ES) and Concarneau (F). In the pet food industry, for example, fish oil in cat food provides the right smell. As an additive in dry and wet food, it makes the food more acceptable and appetising to our four-legged friends. Fish oils from SARIA Group are also used in aquaculture and feed production for pigs, especially sow farming and piglet-rearing. The product is used as a basic material in the leather industry, in tanneries and in leather care, while in the chemical industry it is processed in refineries. Unmixed special oils are also produced at all locations and marketed both nationally and internationally.

Fish oils are transported in canisters, barrels or large tank containers. Staff at the locations also plan delivery of the goods to the agreed destination so that customers can process the products conveniently and efficiently on arrival.
ReFood service at “Netto Marken-Discount”

The business relationship began in 2006, initially it was only meat disposal that ReFood carried out for “Netto Marken-Discount” throughout almost the whole of Germany. Since 2009, ReFood has also been disposing of packaged and unpackaged food waste such as fruit and vegetables, out-of-date yoghurt and thawed ready-made pizzas.

When the discount chain acquired the Plus brand last year, the company began to rely on ReFood to collect organic food waste as well. Organic fractions are disposed of for some 2,300 branches; in total, there are some 3,200 stores throughout Germany.

“We work well together because we make specific assurances to our customers when providing our disposal services: a smart appearance on arrival at their premises, punctuality and maximum reliability,” says ReFood managing director Friedrich Hautkapp. “We also use the latest technologies to make use of this food waste, something that end customers appreciate. At ReFood, the waste is used to generate renewable energy in the form of electricity and heat. In addition, ReFood produces a multi-nutrient fertiliser for agriculture plus preliminary products for manufacturing biodiesel.”

Signatures and documents are generally not required for collections. “Special disposal services, such as removing stock damaged by freezer failure, must be notified in writing,” says Bianca Medic, key account manager at ReFood. “If additional containers are required, Netto staff can make the request on site because ReFood employees are equipped with digital handhelds.”

UNIMELT – essential for fish & chips

As a leading supplier of animal fats, UNIMELT GmbH offers a wide range of basic materials for the food, pet food and oleochemical industry. In the UK, the company’s excellent beef dripping is also an indispensable ingredient in fish & chips.

It is unclear how fish & chips originated – probably small family businesses made the dish known when they hawked it around on London’s streets in the 19. century. What is certain, however, is that the British national dish is deep-fried in beef dripping that often comes from UNIMELT in Würzburg. Some of the biggest suppliers of animal fats for British restaurants and fast-food stalls are UNIMELT customers.

The production process starts with UNIMELT buying the raw materials from abattoirs and meat packing plants in accordance with strictly defined quality criteria. The fat is then rendered in a conventional melting process and refined, resulting in the sought-after beef dripping. Experts agree that north of London fish & chips is mostly prepared using animal fat. The term “German beef dripping” has become an established hallmark of quality. Each month, the Würzburg-based company delivers up to 300 tonnes packed in cartons of 12.5 kilogram each to its British customers.

UNIMELT also supplies many customers in Germany. Besides beef dripping and premier jus, the highest quality of animal fat, customers buy lard, for example, which the bakery industry uses to glaze lye dough products.
Multi-talents from KFU bone fat

At first sight, the plaster on the outside wall of a house and glossy brochures in a travel agency don’t have much in common. But closer inspection reveals that both were produced with the aid of metal soaps. One supplier of the underlying materials is German SARIA subsidiary KFU.

KFU specialises in processing animal by-products. Its upstream suppliers include abattoirs, meat packing plants and butchers throughout Germany and the neighbouring countries. The collected raw materials are crushed, heated and the water removed at the production sites. High-quality meal and fats are then recovered.

Most people would be amazed at the wide range of applications. Peter Greven, for example, a company based in Bad Münstereifel, uses KFU bone fats from Marl and Hopfgarten to produce metal soaps. These multi-talents with their many attributes are based on fatty acid, which is first obtained from the bone fat and then brought into contact with a metal through a chemical reaction. The metal soaps produced in this way are essential for production processes in many branches of industry. For example, zinc stearate or sodium olate in wall plaster prevents moisture from penetrating into the masonry. Calcium and ammonium dispersions, to take another example, ensure that freshly printed glossy paper doesn’t stick to the printer drum. Calcium and zinc stearates are also used as additives in the production and processing of PVC and polyolefins.

“Our metal soaps have earned a worldwide reputation as quality products,” says Manfred Hönnchen, purchasing manager at Peter Greven. “We have been sourcing our preliminary products from KFU for more than ten years, among other suppliers.” Peter Greven has a workforce of around 280 at sites in Germany, the Netherlands and Malaysia, and uses around 85 per cent animal fats in its German operations.

Organic fertilisers for agriculture

DynAgro is an organic fertiliser which is produced at the end of the biogas production process at ReFood. As a fermented product, it contains all the levels of nitrogen, phosphorus and potassium required by Germany’s Fertilisers Regulation. Its outstanding product attributes were demonstrated during a field trial in Malchin.

After about 28 days, the fermentation process is complete: the biomass is no longer supplying the anaerobic methane bacteria with nourishment they can decompose to produce energy. The remaining fermented residue still contains many valuable ingredients and is ideally suited to agriculture, since the high nutritional content of DynAgro improves plant growth. In this respect, its effect is comparable with industrially produced fertilisers, but no resources such as energy or the finite raw material phosphorus are consumed by its production.

The fertilising effect of fermented residue is in many respects superior to traditional liquid manure, for example. DynAgro’s fluidity means it percolates into the soil better and does not stick to the plants, thus delivering nutrients rapidly to the roots. The high degree of fermentation ensures that the plant can absorb the nitrogen directly. The quality of the fertiliser is also assured by high hygienic standards when handling the basic materials, from delivery of food waste to the ReFood biogas plants through to subsequent storage. Internal and external inspectors regularly monitor the quality of the fermentation residue.

The advantages of DynAgro were demonstrated in a field trial using maize in Malchin (D), which was monitored by AgrarTest GmbH and Professor Rolf Kuchenbuch from the Agricultural Analysis and Research Institute (LUFA) in Rostock. It was found that the ReFood fertiliser clearly outperformed its competitors. DynAgro also received the respected RAL seal of quality awarded by Gütegemeinschaft Gärprodukte for the fermented products of all four German biogas plants.
Fish meal – a popular source of protein

When fresh fish is landed in port, it is often already sold to businesses that make fish filets out of it. A range of high-quality fish meals are produced from food waste at SARIA Group’s fish-processing operations in Cuxhaven (D), Artabra (ES) and Concarneau (F).

The quality fish meals produced at the three sites feature a rich range of proteins, amino acids, vitamins and minerals. As a result, they support an exceptional array of uses in the production of quality food for dogs and cats, in ornamental fish food, for organic feed in aquaculture and in pig and poultry feed.

Depending on customer requirements, fish meal is available in bulk, in 25 or 50 kg paper bags, or in flexible big bags made of tough synthetic fabric with a capacity of 1,000 or 1,500 kg. Meal is also available for factory collection by truck or ship, or SARIA Group staff can arrange transport to the required destination.

Biogas energy production

SARIA’s ReFood organisation offers a valuable alternative use for food waste – the company produces sustainable and eco-friendly energy from this material, thereby helping to conserve natural resources. It has a total of five biogas plants, in France operating under the Bionerval name.

Food waste from restaurants and the catering trade or out-of-date food can provide the feeding ground for a large number of bacteria. With air excluded, at certain pH values and temperatures these bacteria break down the organic waste to produce methane gas. Each year, ReFood collects more than 400,000 tonnes of this waste from approx. 48,000 customers to make use of it in an ecologically responsible manner.

The company currently operates biogas plants at the four German sites Kogel, Schwallungen, Genthin and Malchin, with output totalling around 8 megawatts (MW). Almost 20,000 households can be supplied with energy via the associated combined heat and power plants. In Benet (F), SARIA operates a biogas plant under the Bionerval name with an electrical output of one megawatt, supplying over 2,500 households. Work has also already started on a biogas plant in Doncaster (UK), to be constructed jointly with partner Prosper De Mulder (PDM). The plant will produce energy for around 7,000 average-size households from the middle of next year. Converting methane gas into energy also has the advantage of being completely CO₂-neutral.

The resulting energy is fed into the public power grid and used where appropriate within the production processes. The heat is also used: after pre-heating in a tank, the food waste is then pasteurised at 70 degrees Celsius. At some sites, this process heat is used for administration and staff welfare buildings, for example. Farmers can use the fermented residue as valuable fertiliser (see also page 27).

Going forward, ReFood is well equipped to meet the demands of the energy market. Further plant projects are planned in Germany and France.
SARIA benefits from legislative changes in Poland

In Poland, SARIA produces quality meal and fats from animal by-products. In addition, the company’s Polish subsidiary is steadily extending its operations in relation to collection and processing of food waste and kitchen waste.

Thanks to substantial investment in recent years, SARIA’s Polish sites deploy sophisticated technology to process approximately 200,000 tonnes of animal by-products each year. In total, the Group employs some 400 people in Poland. The sites at Długi Borek, Wielkanoc and Przewrotne have been part of the Group for around ten years. The construction of a biogas plant in Długi Borek is currently under consideration.

There are also exciting prospects for ReFood activities, since Polish legislation is changing with regard to disposal of organic food waste from retailers and catering. The government is imposing increasingly tight restrictions on using landfill for organic waste, and at the same time landfill charges are going up. For this reason, SARIA Poland has been collecting kitchen waste and packaged food from food processors and almost all Polish retail chains since 2005. It is important to customers that SARIA can provide appropriate advice and documentation of services, and can guarantee safe transport and disposal.

Disposal of risk material in Tulln

Not all animal by-products from the meat industry and agriculture are suitable for processing. Waste that poses a risk to humans and the environment must be collected and disposed of safely in compliance with special regulations – for example at the Tulln site in Austria.

There are few areas where precision is of greater importance than in the disposal of risk material from animal by-products. This includes certain abattoir waste as well as livestock that dies either naturally or due to disease. EU Hygiene Regulation 1774/2002 currently governs classification. This will be replaced by Regulation 1069/2009 from March 2011 onwards.

SARIA collects and processes this material under highly hygienic conditions, in compliance with statutory requirements. It usually takes no longer than 24 hours from the time the farmer or breeder reports the case until collection. The meal and fats from processing are used exclusively as an alternative fuel, for instance in power stations or in the cement industry.
As a specialist distributor of meat, by-products and casings of all animal species, Teeuwissen’s products range from high-quality food for human consumption through animal feed to substances used for medical purposes. The products and services related to animal by-products are a perfect fit with the SARIA Group’s range. The acquisition of a 25 per cent stake in Teeuwissen Group in May 2010 is testimony to the partnership between the two groups. The desire to work together closely is demonstrated by the appointment of SARIA Management Board member Manfred Gellner to the senior management and decision-making body at Teeuwissen.

Alliance between Teeuwissen and SARIA allows optimal use of raw materials and a full range of services for customers

At the formal conclusion of the alliance between SARIA and Teeuwissen in May 2010, Dr. Kurt Stoffel, Chairman of the Management Board of SARIA Group, commented: “By working together, the two groups will be able to considerably enhance their international presence. We believe that pooling our resources will enable us to leverage extensive market potential for mutual benefit.” Jalal Laham, Chairman of the Management Board of Teeuwissen Group, also believes that cooperation will be positive: “This partnership with SARIA provides us with many more opportunities and the expertise to optimise processing and enhance the added value for our customers and suppliers.”

When Teeuwissen was established in 1976, the focus was on trading in high-quality meat and collecting raw materials for the pharmaceutical industry. “Animal organs are very much in demand as primary material for producing medicines,” says Laham. “Although certain substances can now be manufactured using chemical processes, extracts from animal by-products remain among our core products since it is very difficult to beat the complexity and power of Mother Nature.” Teeuwissen has developed skills over
many years of collecting and processing animal by-products for the pharmaceutical industry and is now a leading supplier to some of the world’s largest pharmaceutical companies.

Headquartered in the Netherlands, the company has experienced strong growth since its foundation. The organisation now comprises 40 individual companies, subsidiaries and joint ventures with more than 4,000 employees. “Our objective is to use as many parts of the animal as possible and derive benefit from them,” adds Laham. “We operate in all segments and are represented on all continents. Our process technology and expertise are important.”

**The four divisions of Teeuwissen Group**

- **Premium quality beef, pork and poultry for human consumption as well as meat used by the food industry as the basis for snacks or sausages.**
- **Worldwide collection and processing of natural casings as well as production and distribution of artificial casings.**
- **Fresh or frozen products for the pet food industry.**
- **Collecting and trading in special animal by-products to supply the international pharmaceutical industry with important basic materials for medicines.**

Shortly after signing the agreement: Teeuwissen Chairman Jalal Laham flanked by SARIA Management Board member Manfred Gellner and the Chairman of the Management Board of SARIA Group, Dr. Kurt Steffel. Below the other managing owners of Teeuwissen Group (from left to right): Felix Ruiz, Fernando Ruiz, Gerard van Lieshout and Robert Wind.
strengths. We consistently aim to achieve strong positions in our core markets and key operations. Collectively, these factors make us an organisation that thinks and acts multiculturally.” The company processes several thousand tonnes of animal products every week. The high quality standards expected by customers require that Teeuwissen’s production operations comply with HACCP guidelines. The company’s own refrigerated warehouses as well as global production sites and logistics experts ensure that customers can be supplied flexibly at all times.

Teeuwissen operates in four segments: food for human consumption, pet food, natural casings and artificial casings, and pharmaceuticals. Processing beef, pork and poultry for human consumption in compliance with the strictest standards of hygiene is a major part of the Teeuwissen Group’s business operations. Products include quality meat such as chicken breast and pork loins, but also by-products such as pig snouts, considered a delicacy in China, and meat needed by the food industry for making snacks or sausages. In the pet food category, the company offers a variety of mixtures for further processing, such as fresh or frozen preliminary products with a good balance between protein and fats. Teeuwissen also produces both natural and artificial casings for sausage and meat specialities. Employees process casings worldwide in dedicated processing rooms within abattoir facilities. After cleaning, the casings are sent to China for sorting and measuring. Teeuwissen can guarantee traceability due to its control over the entire processing chain. In the pharmaceutical segment, Teeuwissen supplies special animal by-products, which are used by the pharmaceutical industry to produce basic materials for the manufacture of medicines such as the blood thinning agent Heparin.

“Simply your Partner” – Teeuwissen’s slogan underlines the fact that its broad product range makes it a valued partner of internationally leading food manufacturers and many other industrial companies. The partnership with SARIA is also part of this picture: “Our customers gain many additional benefits in terms of services and products,” says SARIA Management Board member Manfred Gellner. As a member of the management team of both companies, he is directly responsible for driving the cooperation forward. He summed up his experience after the first few months in the following words: “You can really feel the momentum with which both partners are making synergies happen and leveraging each other’s strong points.”
Bionerval opens first biogas plant in Benet

On 15 October, Bionerval opened its first biogas plant in Benet in France. After Germany and the UK, SARIA Group is now extending its sustainability strategy to another European country.

Construction work was completed in mid-September, after just under one year. In addition to a reception hall for food waste and kitchen waste, there is now also a biogas plant with two fermenters and a gas tank, as well as a combined heat and power plant, on the 5,000 square metre site in Benet on the Atlantic coast. The Benet location employs eleven people.

The company currently disposes primarily of out-of-date food from the retail trade as well as organic waste from food processors. “France has only had a law on renewable energy since 2008,” says SARIA Management Board member Jean-Louis Hurel. “The legal situation has evolved rapidly since then, and the French government has made its intention of promoting sustainability and environmental protection abundantly clear.” There are currently only some 20 biogas plants in France, none of which reach the same technical standard as the Benet plant. This is one reason why French customers are so impressed: “They are amazed when we show them how environmentally friendly we are when turning their food waste into electricity, heat and valuable fertilisers for agriculture,” reports Philippe Spannagel, who is responsible for the French SARIA subsidiary, Bionerval.

“Our employees are currently in discussion with a range of interested customers, including an increasing number from the restaurant and catering trade.”

Around 40,000 tonnes of organic waste and out-of-date food are expected to be processed each year in Benet. The plant’s installed output of about one megawatt can already provide electricity for more than 2,500 average households. Additional French locations for fermenting food waste are planned for Issé and Etampes near Paris.
Open day at Kogel site

10 July 2010 was the big day: an open day at ReFood in Kogel (D). The site was filled with visitors eager to find out more about the many exciting processes and how the biogas plant works.

“The construction work on the new reception hall has finished, including the new transshipment and logistics operation,” says ReFood senior executive Dr. Jörg Müller-Scheeßel. “We celebrated completion of all the work with an open day.”

Many visitors took part in the guided tour of the processing hall and biogas plant. Kogel’s voluntary fire service provided refreshments.

In addition to residents from Kogel and the surrounding towns, mayor Andre Brosch and the head of the district authority, Rolf Christiansen, also attended the event. “Since ReFood is a SARIA subsidiary and thus part of RETHMANN Group, it gave us particular pleasure to welcome Mr Norbert Rethmann, Honorary Chairman of the Supervisory Board for the entire Group,” added Dr. Müller-Scheeßel.

The Kogel location employs 50 people. Its biogas plant uses up to 40,000 tonnes of food waste per year to produce electricity for 4,500 average households and heat for 1,000 average households. With this output, it saves an annual 3,300 tonnes of fossil fuels and avoids 9,400 tonnes of greenhouse gases. A total of 6.2 million euros has been invested here since the facility was acquired in 2005.

In addition to ReFood, the Kogel location is also used by SARIA company GERLICHER, a supplier of oils and fats to the restaurant and catering trade. As well as delivering fresh oil, GERLICHER collects used frying fat and makes use of it in an ecologically responsible manner.

Upgrading in Plouvara completed

A fire broke out at the Plouvara site (F) in April 2009, during the planning phase for an additional processing line. Operations were quickly resumed and proved possible to make improvements to the ongoing upgrading work.

A fire stopped operations at the Plouvara location and initially delayed upgrade work to create a separate category 2 processing line: “Every cloud has a silver lining, though,” recalls Romain Guyon, site manager at Plouvara. “No one was injured, and after three and a half weeks we were able to resume normal operation.” During this period, animal by-products were processed in other locations in the Morbihan or Vendée regions.

The fire also opened up new options in relation to the planned processing line: “We were able to make more radical changes to the existing buildings than before,” continued Guyon. “This included raising the height of the main hall and improving fire safety. We also re-arranged the machinery compared to the original plan and were thus able to ameliorate the flow of materials.” A new staff welfare building was also erected. In summer of next year, a new effluent treatment plant will start operating.

The additional production line processes up to 80,000 tonnes of animal by-products a year. The resulting meal is used as high-quality fertiliser. A total of 178,000 tonnes of animal by-products are processed each year at Plouvara.
GERLICHER – new bottling plant

GERLICHER supplies high-quality oils and fats to the restaurant, catering and food industries throughout Germany and collects used frying fats for eco-friendly processing. A new bottling plant at the company’s site in Genthin, Germany, opened at the start of 2010. In addition to increased output, a major advantage is security of supply for customers.

The new bottling plant has six storage tanks for fresh oil and three tanks in which used cooking oils are collected. “Security of supply is a key factor for our customers,” says Siegfried Kochanek, managing director of GERLICHER GmbH. “The new plant has enabled us to make considerable improvements in this respect.” The bottling technology is designed to suit the openings of the 25-litre containers. The new system can fill around 250 containers per hour. Each month, GERLICHER currently processes up to 500 tonnes of fresh oil at Genthin.

The new loading ramp also allows two trucks to be loaded at the same time, enabling faster and more flexible deliveries. The new tank capacity means that GERLICHER can extend its range from the previous five types of oil to six. Once product tests have been successfully completed, the new “Crosslabel” product will soon be offered in all sales regions. At the new bottling site there are also long-term synergies with the neighbouring ReFood operation: the heat produced in the biogas plant is used by GERLICHER when processing waste fats. The waste water is then cleaned in the ReFood effluent treatment plant.

SARIA Management Meeting 2010

On 13 and 14 September, SARIA Group’s executives attended a Management Meeting in Münster. More than 40 senior staff from Germany, France, Spain, Poland, Austria, the Czech Republic, Belarus, the UK and the Netherlands discussed the Group’s current developments and projects.

In his opening speech, Dr. Kurt Stoffel, Chairman of the Management Board of SARIA Group, gave an overview of the Group’s current business situation and its objectives for the future. This was followed by speakers who described various projects in their own country and sphere of responsibility.

SARIA Management Board member Jean-Louis Hurel, for example, spoke about new Kervalis business activities in the pet food sector. Dr. Eberhardt Schmidt, the Management Board member responsible for technology, reported on new research, for example on hydrolysis, a method of splitting up proteins. On day two of the event, Andy Smith (CEO) and Philip Simpson (commercial director) gave a presentation on PDM Group in the UK. Similarly, Jalal Laham, Chairman of the Management Board of Teeuwissen Group, together with SARIA Management Board member Manfred Gellner, presented the various business fields of the Dutch group and the companies’ joint objectives for the future. SARIA recently acquired stakes in both companies. Attendees were very satisfied: “A very interesting event in my view,” said Marek Osiecki, CEO of SARIA Poland. “The exchange with colleagues provided some very valuable ideas. I’m sure that we will be able to implement many of them in the medium term.”

International participants showed a keen interest in the presentations in Münster
PDM was established by Prosper De Mulder over 80 years ago in Doncaster. His 93-year-old son of the same name is now the firm’s honorary chairman. It was he who transformed the business from a knacker’s yard into one that processes animal by-products, thereby laying the foundation for one of the current business areas. PDM has grown steadily to achieve annual sales of more than 235 million euros (200 million pounds) and is the largest processor of animal by-products and food waste in the UK.

The company is the only service provider in the country to collect and process food waste from the entire food chain. The many customers using its services include well-known food manufacturers, food retailers and restaurant and catering operations. PDM’s range of facilities for recycling organic waste and animal by-products is unique in the UK. Animal by-products are processed at six sites spread across the country.

The company produces high-protein products for the pet food industry and also sells foods such as fats, which are used in baking, canteens and fast food.

One of the newest developments at PDM is the production of energy

Overview of the PDM Group

- 1,200 employees
- 6 sites for processing animal by-products
- 2 sites for production of meat products and fats for human consumption
- 1 biogas plant in Doncaster; two further ones currently at the planning stage
- 10 distribution centres operated by subsidiary T.Quality
using combined heat and power in a power plant near Widnes. This makes PDM one of the first firms in the UK that is capable of converting every type of organic waste into renewable energy. PDM uses both animal by-products and production waste from the food industry, as well as packaged and unpackaged out-of-date food from retailers and kitchen waste from restaurants.

Perimax Meat Company and Nortech Foods are two PDM companies specialising in production for the food industry. At Perimax in the Scottish town of Arbroath, meat products and ingredients for ready-made soups are manufactured. Nortech Foods is the largest producer of lard from beef and pork in the UK. The company markets fats and oils for the retail trade, the food industry as well as restaurants and catering operations under various brand names. Nortech is the first European company to offer fully traceable palm oil and has received corresponding accreditation from the Round Table for Sustainable Palm Oil (RSPO).

PDM subsidiary T.Quality offers a comprehensive service for fish & chip shops and fast food restaurants around the country. Ten centres distribute high-quality fish, oils and fats nationwide as well as all the related products for the restaurant and catering trade.

Going forward, another focus will be the operation of biogas plants. With SARIA as its partner, PDM intends to establish the ReFood concept that has been operated successfully in Germany for years in the UK. The construction of ReFood plants at existing PDM sites is planned. Work on the first biogas plant at PDM’s headquarter in Doncaster started in September. ReFood UK expects to develop other plants at central locations to create a service that spans the whole country. Since operation of biogas plants based on food waste and out-of-date food is a novelty in the UK, PDM and the ReFood concept are playing a pioneering role in this sector.

“The new joint venture between PDM and SARIA enables us to use a ‘clean’ and efficient technology,” says PDM director Philip Simpson.

“In addition to the joint ReFood project, the cooperation resulting from SARIA’s investment in the company offers an excellent opportunity to develop the partnership. Both companies have very similar specialisations in their regional markets and offer broad coverage. Our businesses complement each other extremely well,” says SARIA Management Board member Franz-Bernhard Thier, who is joining the PDM management team as a new board member.
EUROmeat as a new business model

EUROmeat is one of the newest activities in SARIA Group. The company trades in food-grade by-products from beef and pork, with a focus on special products resulting from slaughter and cutting.

In large parts of Europe, items such as pigs’ trotters, tongues and ears have long disappeared from the menu. The situation is very different in Asia: smoked or deep-fried, these items are on sale as snacks in supermarkets, for example. Pig snouts are also in demand as a delicacy and are more expensive than pork fillet. Eating habits in Europe have also changed. Many consumers now prefer boneless cutlets or a roast without a crust of fat.

EUROmeat’s business model has exciting potential: “We use products that are no longer required in the local market to meet demand in international markets,” says CEO Patrick Wilkens. “Our experience with this type of goods and our close ties with abattoirs are a major help here.” After EUROmeat employees have obtained, sorted and bundled the products according to customer order, the by-products are put on pallets ready for shipment and loaded up for transport. Customers include national and international firms in the meat-processing industry, gelatine manufacturers, the pharmaceutical industry and pet food manufacturers. Sales to countries such as Russia and China in particular offer interesting opportunities for growth. EUROmeat currently operates sites in Marl and Appenweier. Further locations are already at the planning stage.
**IMPRESSIONS**

“A festive tradition ...” GERLICHER fresh frying oils are also supplied to Christmas markets every year

The new bio bed at ecoMotion in Sternberg, Germany

A happy smile: Maike Kreiß records data in the UNIMELT laboratory

The SARIA site in Malchin is used by SecAnim (top), ecoMotion (right), ReFood (left) and GERLICHER (foreground right)

Upgrading completed: SARIA has invested in a new processing line at its Plouvara site in France

KFU employee Arno Wülk collecting goods from a commercial butcher

The container-washing line at ReFood in Marl (D)