



GOODSTORIES

KWH LOGISTICS MAGAZINE FOR CUSTOMERS AND STAKEHOLDERS 1 | 2022

KWH LOGISTICS - THE FORERUNNER IN LOGISTICS ALREADY FOR 140 YEARS
THE PROCESSING OF TALC IS A PRECISE JOB
LONG-TERM LEADERSHIP
TYRES OVER SEA ROUTES

Dear reader,

While walking towards the Vaasa registry office on a February morning in 1882, Waldemar Schauman, the son of a pharmacist from Pietarsaari, could not have imagined what his company would experience over the decades. The establishment of the company at that time required a strong belief in one's own competence and the ability to envision future demand. Now the competency and open-mindedness have been around for 140 years and have created the significant and distinguished logistics house of the current KWH Logistics.

At the time of our company's birth, Finland, foreign trade, and the world looked very different. The railway, which was completed in Vaasa in the year the company was founded, enabled connections to other parts of Finland. Communication abroad was done using telegraph – telephones were still at a very early stage. Finland's first electric light was turned on in Tampere.

In the era of Schauman's successor, Lennart Backman, our company experienced major upheavals; Finland's independence, two world wars, and the oil crises of the 1970s. The journey was also marked by booms and industrial and commercial upheavals, not to mention accession to the European Union. The changes were successfully overcome and the opportunities they brought were seized.

Finding new business opportunities and open-minded solutions are factors that have enabled KWH Logistics to continue to operate continuously for so long. However, the most important key to success is managing change. Change is permanent and requires constant vigilance and courage. Growth and development also require committed personnel who feel that the company is their own. In this magazine, two of KWH's long-standing executives talk about their careers. Equally important prerequisites for the company's existence are committed customers and partners. Thanks to decades of operation, we have customers with whom we have been cooperating for a long time, as you can read from this magazine. New sustainable customer relationships are also constantly being created.

As Waldemar Schauman did not know how his legacy would still live on in the 21st century, I myself would not have thought that I would be writing after two years of pandemic that wars have not yet disappeared from Europe. These times will surely be remembered for decades. Like our predecessors, we survive by adapting to change and thinking boldly and open-mindedly.

Markku Mäkipere
Marketing Director, KWH Logistics
Managing Director, Stevena Oy & Moonway Oy



Photo: Rami Nummelin

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FLASH NEWS

WOOD PROCESSING IN SAVONLINNHA HAS BEGAN

Adolf Lahti began processing wood in Savonlinna at UPM's plywood factory in January. The operation started smoothly. Preparations began already in the autumn and recruitment and equipment procurement were on schedule. Adolf Lahti has committed on reducing their carbon footprint and that is why they use biofuel also in this project. A new, significantly lower-emission equipment investment will be implemented in the autumn. In addition to the environment, they are investing in occupational safety. Thanks to the commitment of the staff and proactive occupational safety work, close safety cooperation with customers is important, as a significant number of equipment and other actors move around the common site in all circumstances.

Photo: Adolf Lahti



CONVERTING HEAVY MACHINERY FROM DIESEL TO ELECTRIC

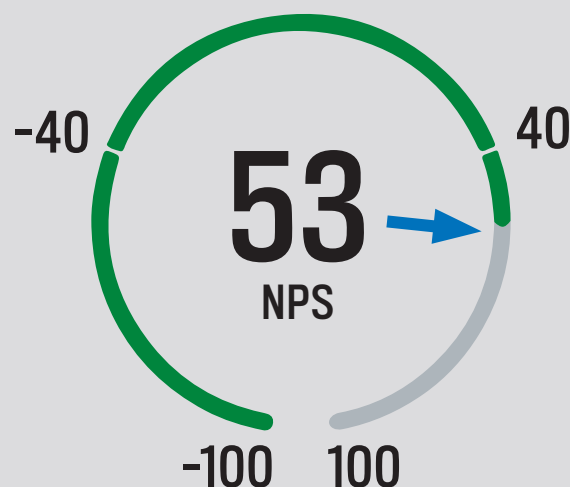
According to EU's emissions reduction target the CO2 emissions should be reduced at least 30 % from the existing by 2030. The requirements on reducing carbon dioxide emissions also apply to heavy machinery. KWH Logistics is part of a significant project where the existing machinery will be converted from diesel to electric. In the conversion, the power line of the machine will be renewed but the bodies, equipment and technology are utilized. Replaced parts are used as spare parts. KWH Logistics has recently updated its sustainability program, whose environmental goals are excellently achieved with these power changes. The benefits are not limited to emissions and resource efficiency. Noise and vibration reductions also have an impact on occupational safety.

Photo: KWH Logistics



GOOD RATINGS ON CUSTOMER SATISFACTION

KWH Logistics companies regularly conduct their own customer experience measurements. During 2021, a summary of surveys was conducted for the first time, which provided a comparable set of indicators for developing customer satisfaction for the entire business group. More than 310 customers responded to six separate surveys. The average value of the customer satisfaction aspects was 4,02 on a scale of 1 to 5. The NPS recommendation score for customer loyalty was 53, which can be considered a good result. According to customers, the most important features associated with KWH Logistics are reliability, flexibility, versatility and locality. We thank our customers for actively participating in the surveys and for receiving valuable feedback to improve our operations.



THE FORERUNNER IN LOGISTICS ALREADY FOR 140 YEARS

ON FEBRUARY 20TH THIS YEAR, KWH LOGISTICS TURNED 140 YEARS. THE COMPANY BEGAN OPERATIONS IN ITS CURRENT FORM IN 2001, BUT THE LOGISTICS HAS MUCH LONGER ROOTS IN THE HISTORY OF THE KWH GROUP AND PLAYED A SIGNIFICANT ROLE IN ANOTHER TRADITIONAL COMPANY WHICH LATER MERGED INTO KWH LOGISTICS.

Text: Lars Rosenblad

The early years – Lennart Backman and Otto Rodén

On February 20th, 1882, Waldemar Schauman filed a business registration to the local register office in Vaasa regarding “an organization of commerce similar to various forms of agencies, commission, logistics, insurance, shipping agents and other similar businesses.” The date of Schauman’s business registration is considered as the starting point for today’s KWH Logistics. Of all the companies that have, over the 140 years, merged into what is today’s logistics group, Waldemar Schauman’s freight forwarding company is the oldest. The company was bought in 1908 by an employee called Lennart Backman, and it became known as Oy Lennart Backman Ab. The name lives on in today’s Backman-Trummer.

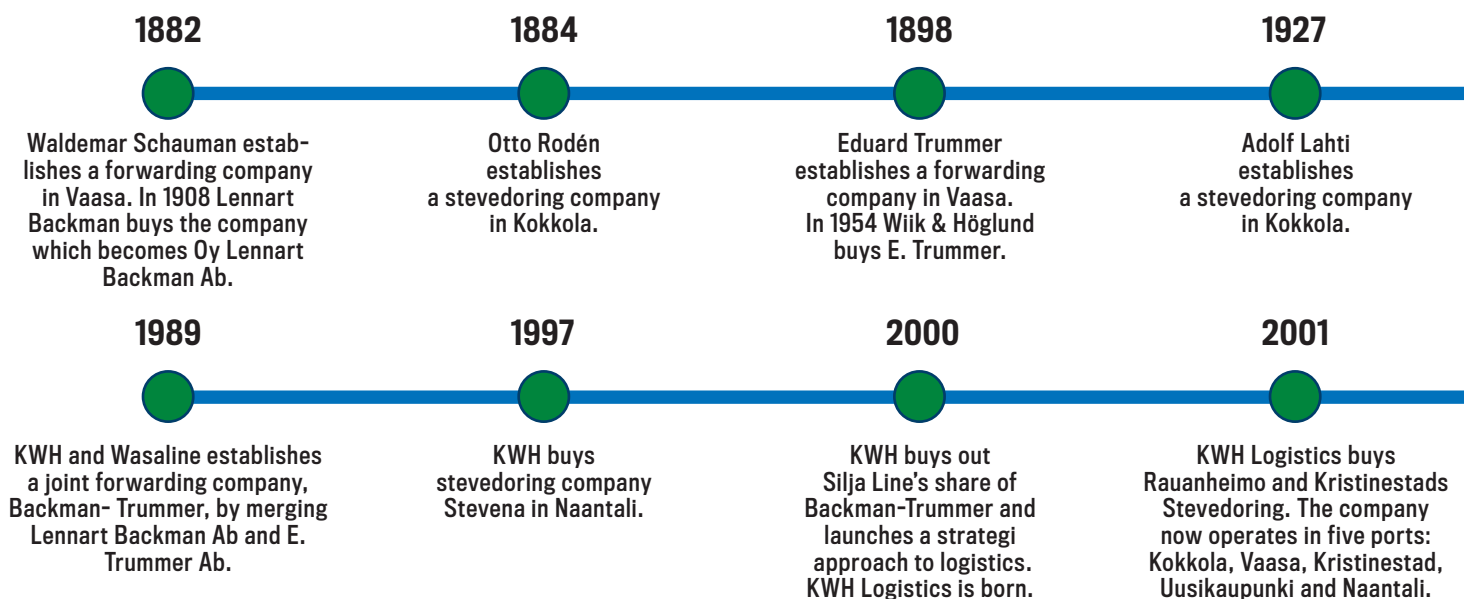
A couple of years later, on April 7th, 1884, Otto Rodén made a similar business registration in Kokkola. The business ideas of Schauman and Rodén characterize the smart complete solutions for logistics in the 19th century, although the word logistics would not become common until more than a hundred years later. The two predecessors of KWH in the 1880s are reminiscent of today’s KWH Logistics also through their ability to anticipate changes in the industry and invest in new business opportunities that arise.

Finland’s first steamboat line outside the Baltic Sea between Vaasa and Hull in England was opened in 1873 and a little later the service was expanded to Gamlakarleby. Steamboat line operation requires other types of services than sailing ships whose captain in the port handled government matters, freight forwarding, and cargo trade. When steamships took over, a division took place where the shipping companies operated shipping, while new companies took care of various parts of foreign trade.

Professional groups such as freight forwarders, shipping agents, and ship brokers emerged, and demand was born for the same type of port and transport services that KWH Logistics still offers 140 years later. The railway between Helsinki and Vaasa was completed in 1885, and the railway to Gamlakarleby in 1885, which meant that sea and land transport were linked and shipped over larger areas.

Wiik & Höglund – the story begins with logistics

It can be said that logistics is inscribed in the KWH Group’s DNA since its predecessor Wiik & Höglund started its operations with logistics in 1929. Edvin Wiik and Emil Höglund then started with timber exports of sawn timber and so-called round timber. They were used as mining supports in the growing



coal mines in England and Western Europe. Wiik & Höglund expanded from the west coast to the whole of Finland and eventually became Finland's largest timber exporter, accounting for over one tenth of the entire country's timber exports.

Timber exports became unprofitable in the 1960s when Finland's own forest industry grew strongly, and it was no longer profitable to sell unprocessed logs abroad. Then Wiik & Höglund began to invest in the future industry of the time, the plastics industry, and shut down timber exports altogether in 1966.

This was followed by 35 years when KWH still conducted logistics operations on a smaller scale, but not as a core operation in the group. Only E.Trummer, who belonged to the group's forwarding unit, recalled the previous priority area. In 1989 KWH became a co-owner of Oy Backman-Trummer Ab when they co-founded the company together with the current owner, shipping company Vasabåtarna. In Kokkola, after the war, the stevedoring company M. Rauanheimo had bought Otto Rodén and later also the stevedoring company Adolf Lahti.

During the post-war period, the port of Yxpila in Kokkola became very important for Finland's foreign trade when two state-owned industrial companies, Kemira and Outokumpu, established factories there. The deep port and the management of Kemira's and Outokumpu's exports and raw material flows gave real momentum to the growth of the Rauhanheimo group.

2000s – Logistics becomes a core industry

By the end of the 1990s, KWH had begun to look at logistics as a possible new core industry alongside the manufacturing industry, and in 1997 it had bought the port operator Stevena in Naantali. However, the decisive steps in KWH's investment in logistics as a core industry were taken shortly after the turn of

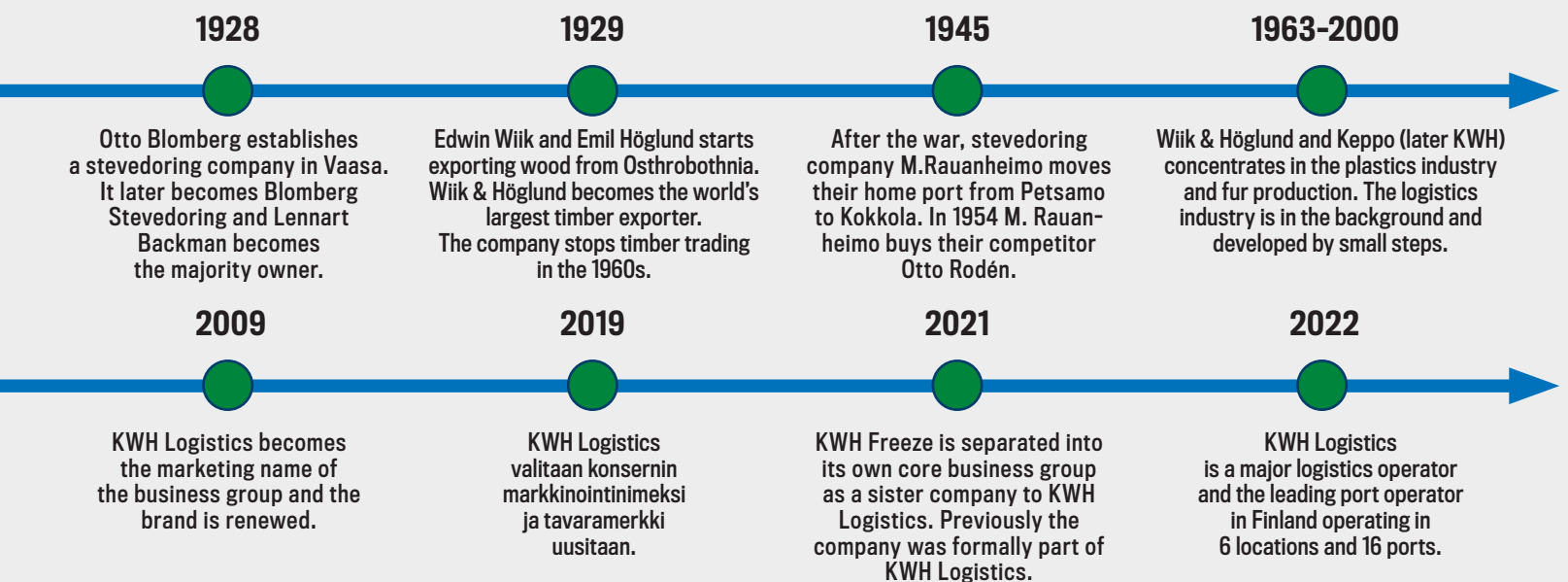
the millennium. In 2000, KWH acquired all of Backman-Trummer when the co-owner Silja Line closed down the Kvarken service. In 2001, Rauanheimo was purchased in Kokkola and thus KWH Logistics operated in five ports: Kokkola, Vaasa, Kristiinankaupunki, Uusikaupunki, and Naantali.

During the 2000s, the expansion of KWH Logistics has been stable with an annual growth of ten percent on average in an industry where cyclical fluctuations are large. In 2009, it established itself in a completely new niche, industrial logistics alongside port operations and international transport. The first step was to buy the company Kokkolan Lastaus Oy and change its name to Oy Adolf Lahti Yxpila Ab.

The reasons for success

In 2022, on the 140th anniversary, KWH Logistics is Finland's leading port operator and one of the largest logistics companies in the country. The factors behind the success are niche thinking, tailor-made complete solutions, and the parent company's financial strength. The competition on the port operator side consists partly of local operators with limited ability to grow geographically, and partly of industry-owned operators without an interest in entering new industries. It creates space for a national, growth-oriented operator with the ability to invest.

On the transport side, the industry has seen a global wave of mergers that has given birth to multi-billion-dollar companies with standardized solutions for large volumes. This in turn leads to new demand for customized logistics in industries and companies that the global giants cannot or do not want to serve. Add to this the relocation trend in the industry where large companies are looking for credible, financially strong logistics partners for the industrial areas and we see a competitive environment in which KWH Logistics is exceptionally well prepared to operate.





Chemigate's Production Service Manager Paavo Ahonen, Blomberg's forwarder Kim Sund and Terminal Manager Kari Seranto in the product warehouse which is located in the port of Vaasa.

Photo: Nelly Björkholm

THOUSANDS OF TONNES OF STARCH

THE MODIFIED STARCH FACTORY IN LAPUA IS A LONG-TERM PARTNER OF BLOMBERG STEVEDORING.

Finnish company Chemigate Oy manufactures and sells modified starch-based binders and adhesives for technical use. The starch used as raw material is refined in Lapua or Kaipiainen and supplied to customers domestically and for export. Raw materials are also sourced both locally and from foreign suppliers. Chemigate and Blomberg, which operates in the port of Vaasa, have been working closely together on logistics for more than 40 years.

– The first ship carrying starch arrived in the port of Vaasa in the early 1980s, says **Paavo Ahonen**, Production Services Manager at Chemigate. At that time, a thousand tonnes of potato starch were unloaded directly from the ship into trucks and delivered to Lapua for storage.

Over the years, the logistics collaboration has evolved, and Blomberg has built extensive storage facilities for raw materials. At most, up to 12,000 tonnes of potato starch have been stored in bulk bags in the warehouse awaiting further processing. Export volumes of refined starch have also been significant, with over 50 000 tonnes of modified starch shipped from the port of Vaasa to a Portuguese paper mill between 1997 and 2003.

– This meant up to seven ships carrying two thousand tonnes of starch cargo per year, Ahonen summarises.

Chemigate Oy

Chemigate Oy's business in Lapua dates back to the late 1970s. At that time, Raisio Chemicals established Oy Kationi Ab in Lapua, where the production of modified starches began. Chemigate took over the starch business in 2010, and in 2021 the Finnish family-owned company Berner Oy became Chemigate's largest owner.

MODERN SHIP AGENCY SERVICES

A. Jalander Oy, which provides ship agency and forwarding services, has been very successful in modernizing its operating methods.

A. Jalander is an expert company providing ship agency services, which serves the shipping company, captain, and crew in a variety of ways throughout the ship's visit. Long experience guarantees efficient customer service and extensive networks.

– Our task is to ensure an easy and functional visit for ships arriving in the port, says **Niko-Joonas Tuominen**, the sales manager at Jalander. We serve first class 24/7/365.

In addition to the personal service and wishes of the shipping company, this means, among other things, that accurate and reliable documents are prepared for the visit, as well as all matters related to the ship's visit.

Jalander is known as a customer and stakeholder-oriented company in Kokkola. In recent years, development has been strong and there has been demand in other ports as well.

– Thanks to our networks, we can also serve customers elsewhere on the west coast, Tuominen says.

Digitalization also brings customers closer - regardless of location. Thanks to modern solutions, it is also possible to carry out agency activities remotely, and office-related work has been significantly improved. This creates opportunities to handle the activities of more and more ports. Jalander's stakeholders have also introduced new applications and systems.

– We have been at the forefront of introducing them, says Tuominen. We work closely with customers and agree on new practices that both parties are satisfied with.

Jalander's ability to respond to the development of electronic and information technology has improved the company's ability to operate and its ability to serve customers faster and more accurately. The efficiency of operations is also increased by a strong team whose cooperation works also outside working hours.

– Our cooperation is close and colleagues are listened to. Flexibility and understanding can be found in every member of the team, concludes Tuominen.



Photo: Lassi Alanen

Today, export volumes to Europe are more modest, and refined starch is delivered to customers by truck rather than by ship. Potato starch is put into storage in the autumn and used in production in the spring. In addition to potato starch, Chemigate uses barley and wheat starch as raw materials.

Paavo Ahonen, who is retiring this year, has been involved in the operations of the Lapua factory since the early days. He's been responsible for external warehouses throughout his career.

– The collaboration with Blomberg has worked well from the beginning, says Ahonen. They have taken our storage needs into account, and we've always found the space we needed.

Starch used as a raw material doesn't withstand impurities. So, in addition to storage space, Chemigate's needs have been met at the port in Vaasa with its own, tailor-made equipment. As well as purity, timely delivery of raw materials is critical for production, which calls for good communication and flexibility from the actors in the logistics chain. According to Ahonen, operations have run smoothly - even during the peak period, when production was running continuously in three shifts and raw material consumption was around 6 000 tonnes, or about 150 truckloads per month.

– In 2000, Kari and I organised carloads from the port of Vaasa at Midsummer, Ahonen recalls. On Midsummer Eve, 12 loads of potato starch were loaded from the harbour, enough to last through the holidays.

By Kari, Ahonen is referring to **Kari Seranto**, terminal manager at Blomberg, who has also been involved in dealing with starch cargoes since the 1980s. Seranto sums up his long-term collaboration with Ahonen as follows:

– Paavo and I have worked well together, and what we've agreed on has been delivered. It's been easy to agree on things with the factory because there's a familiar contact person there who has been in the industry for a long time. On behalf of myself and the entire Blomberg staff, I wish Paavo a happy retirement!



CENTRALISATION AND LOCATION BRINGS BENEFITS TO THE LOGISTICS COOPERATION.



In 2018 Rauanheimo started operating in Mussalo, Kotka.

ELEMENTIS

Elementis is a specialty chemicals company listed on the London Stock Exchange, employing over 1,400 people in more than 30 locations around the world. The versatile product range serves industrial customers in particular. In Finland, Elementis Minerals B.V. Branch Finland has two talc plants, one in Sotkamo and one in Outokumpu. The factories have a combined capacity of more than 300 000 tonnes per year. www.elementis.com



Photos: Lasse Simpanen

THE PROCESSING OF TALC IS A PRECISE JOB

ELEMENTIS AND RAUANHEIMO STARTED LOGISTICS COOPERATION AT THE BEGINNING OF 2022.

Elementis has a long tradition of refining specialty chemicals. One of its main products is talc, which is used worldwide for applications such as plastics, coatings, paper, personal care products and pharmaceuticals. Elementis mines and enriches talc in Finland, where the Sotkamo and Vuonos plants have been operating since 1969. The Group also has two talc factories in the Netherlands; in Amsterdam and Katwijk, where talc products are delivered by ship for further processing. In addition, the Finnish factories supply talc products directly to customers in Finland, the Nordic countries, the Baltic States, the rest of Europe, Asia, and the United States. Different types of talc are supplied to different customers, including bulk, bagged, granulated and slurry. There are hundreds of combinations of products and delivery methods, and under no circumstances should different types of talc be mixed together. For example, grades of talc suitable for the paint and forestry industries are different with regard to particle size and whiteness.

– The production process is based on laboratory analyses says **Juha Räsänen**, Supply Chain Manager at Elementis Finland. The handling and storage of talc products requires special care on the part of the logistics partner.

Elementis' logistics partner is Rauanheimo.

Benefits of centralization

At the Sotkamo and Vuonos plants, talc is loaded into bulk and pallet wagons, which are delivered by train to the port warehouse in Kotka and from there to Amsterdam.

– Our cooperation includes loading of talc loads at the factories, unloading at the port, storage, pallet loading for direct customer deliveries and ship loading to the company's chartered vessels, as well as comprehensive

forwarding and reporting services, says **Niko Orpana**, Regional Director of Rauanheimo.

Rauanheimo's terminals at Mussalo in Kotka are ideal for transportation, meaning that all production can be concentrated in one place. From the terminals, cargo is transferred to containers, ships and also for direct road transport. Centralisation of traffic creates a seamless, efficient and flexible supply chain from plant to ship.

– Centralisation means that all transportation is optimised, giving the customer convenience, flexibility, reliable delivery and cost-efficiency, Orpana says.

In pole position

The cooperation between Elementis and Rauanheimo got off to a flying start after the turn of the year and is developing bit by bit. Räsänen says he is satisfied with the overall result. Rauanheimo's entrepreneurial ownership and entrepreneurial attitude add flexibility to operations. In addition, its partner is serious and has a good reputation.

– I originally contacted Rauanheimo especially because of its good location, Räsänen says. Kotka and Vuosaari are important port locations for our operations, and Rauanheimo has operations in both.

The port warehouses are located in the area close to the quay and ideally located for unloading trains.

Elementis is the only company in the world to process talc using enrichment technology. This unique position offers great opportunities for the future. As a listed company, Elementis is naturally looking for profitable growth. The talc industry is constantly looking for new partners and customers. Operations will also be made more efficient by developing unloading and loading operations.

– Rauanheimo is a large enough operator with the resources to accommodate our expansion, Räsänen says.



Juha Räsänen

LONG-TERM LEADERSHIP

THE DIRECTORS OF KWH GROUP AND KWH LOGISTICS KNOW THE INDUSTRY AND THE COMPANY WELL.



Kjell Antus (on the left) and Joakim Laxåback have had a long career at KWH.

Photo: Nelly Björkholm

The KWH Group is known for its long careers. A good example is Group CEO **Kjell Antus**, who came to the company in 1987. A summer job changed to a permanent job in 1989. Antus has Master's degree in Economics, and has worked as a controller, finance manager and CFO. He has also become familiar with several sectors. Initially, the KWH Group's fur farming business was wound up, then logistics and investment operations came into play. For a while, group was also active in the printing industry.

– You could say that my job has changed five times, even though I have been constantly employed by the same employer, Antus explains.

At the beginning of Antus' career, KWH group had nine business divisions. Now there are four: Mirka, which specialises in abrasive products as well as KWH Logistics, KWH Freeze, which operates in the frozen food storage sector, and KWH Invest, which is divided into Prevox, which manufactures water traps, and strategic shareholdings. The growth company has its roots in the late 1920s. Maintaining competitiveness from decade to decade has meant making the right decisions at the right time.

– The term growth company is usually associated with private equity, Antus says. Often it means that companies are bought, developed and sold at a profit after five years. For us, the development is much more long-term.

According to Antus, the group's most critical success factor is ability to innovate and respond to a constantly

changing environment. Some business units have been abandoned and new ones have been created. Sectoral reform also plays an important role.

– Innovation is key. Sustainable development and digitalisation must be factored in as well.

Antus emphasises the importance of the staff. The Group employs 2 500 people, who are well looked after and whose motivation and creativity are to be maintained. Long-term contracts are a sign of success.

KWH Group is a Finnish family-owned company. From the very beginning, Antus has been sitting in the same offices as the main owners. Over the years, he's become familiar with the owners' mindset and way of running things, and in 2017 Antus was appointed as the group's first group CEO from outside the owning family. The work consists largely of carrying out the duties of the Chairman of the Board of Directors – operational management is carried out by the managing directors of the individual companies.

– The owners have given management quite a free rein in shaping the business – everything is based on trust and effective communication, Antus says.

Antus is originally from Oravainen and now lives in Mustasaari. His family comprises a wife and two children. His daughter is studying business and his son is going to be an engineer. Antus spends his free time in the great outdoors.

– Going to the cottage, hunting, and fishing provide a good counterbalance to the work.

Logistics expert

Head of KWH Logistics Business Group, **Joakim Laxåback**, has been working for the group for 20 years. He has been active in the field of logistics since the late 1980s. At the time, Laxåback was responsible for the supply of raw timber from Germany to Sweden for Habke Holzhandel. He later moved to a role at UPM sourcing, importing and handling the logistics of roundwood, which took him to the Thomesto trading house in Stockholm and St Petersburg, and then to the Baltic countries as Managing Director, shipping timber to the Nordic countries. After a long period abroad, a return to Finland called. The opportunity arose when Rauanheimo, which he had got to know from a customer perspective, was looking for a Managing Director in 2002. Since then, he has also been part of the management team at Adolf Lahti, Otto Rodén and Jalander.

Since the millennium, KWH Logistics has grown into a multidisciplinary logistics player, and the companies managed by Laxåback have taken great steps forward. Port operator Rauanheimo has expanded from one to nine ports and increased its turnover by €100 million. The turnover of Adolf Lahti, which provides logistics services in the factory sector, has increased almost thirty-fold.

– Big industry is outsourcing its operations, which has created a lot of growth potential for us, says Laxåback. In addition, we can offer customers increasingly comprehensive services.

This growth is driven by a strong owning group with the will and ability to invest in its operations over the long term. In addition, KWH Logistics has a unique structure. A group of nine subsidiaries operates with agility in the market.

– We can take advantage of the operational benefits of both small and large companies, says Laxåback.

In addition to investment capacity, the strengths of a large company include centralised support functions. The advantages of operating subsidiaries include localisation, efficiency, and strong staff motivation.

KWH Logistics has a newly updated strategy that emphasises not only growth and development, but also responsibility, risk management and digitalisation. There is an increasing focus on staff well-being and competences.

– It is of paramount importance to be an appealing and engaging employer, says Laxåback.

For Laxåback himself, work has always been an important part of life. He enjoys his current job very much, although it is a big step up from the position of Operations Manager to leading the business group. Nonetheless, his previous experience as CEO of subsidiaries is very useful when it comes to strategising and policy-setting.

Any free time he has is spent playing sports and going to his cottage. At the cottage, there is always a building project in progress. His family comprises his wife, two grown-up daughters and a Spanish water dog, with whom he spends a lot of time in the great outdoors.

**” KWH LOGISTICS IS ONE OF
FINLAND’S LARGEST RO-RO
OPERATORS.**



Diversification of ro-ro services for unit cargo

Regular scheduled shipping services on the Baltic Sea mean that export and import customers benefit from a wide range of services solutions to meet customers' individual needs. The comprehensive service is made all the more straightforward by the fact that KWH Logistics already operates in sixteen ports in Finland.

Photos: Nelly Björkholm, Lassi Alanen

TYRES OVER SEA ROUTES

HIGHWAYS OF THE SEAS CALL FOR EFFICIENT PORT OPERATIONS.

Ro-ro stevedoring, in other words the port operations for wheeled cargo, has been part of KWH Logistics' operations since the early 2000s. Successful operation of the route between Uusikaupunki and Rostock by Stevena led to the establishment of the Hanko-Rostock line in 2004.

– We've been serving major ro-ro shipping companies ever since, says **Henrik Sandin**, Regional Manager at Hanko.

Ro-ro traffic by trailer between Finland and continental Europe carries cargo ranging from consumer goods to forest industry products. Wheeled cargo units, such as cars and machinery, are also shipped. Ro-ro transport from Finland connects smoothly with rail transport, and a trailer loaded on board in Hanko or Uusikaupunki is sent onwards by train from Central European ports.

– This kind of interchangeability addresses not only zero exhaust emissions, but also the ever-increasing shortage of drivers, says **Markku Mäkipere**, CEO of Stevena.

In Hanko, Stevena is one of Finland's largest operators of ro-ro services to Germany. In 2016, Finnlines started services to Gdynia in Poland as well as Rostock. This year saw the opening of Stena Line's service between Hanko and Nynäshamn in Sweden. Volumes have steadily increased, and each year Stevena handles so many trailers in Hanko that, if laid out end to end, would stretch almost 1,700 km. This year, the amount will increase even more.

There are ro-ro ferry departures from the port of Uusikaupunki to Germany five times a week. The local car factory brings traffic volume to the harbour operated by Stevena, creating ample opportunities for other trailer and unit cargo, such as liquid containers and industrial machinery.

First class service

At the heart of Stevena's ro-ro operation is stevedoring - this means professional loading, unloading and forwarding of freight as well as active customer communication.

– In most cases, we are the driver's first contact with the port, says **Johan Toivari**, responsible for customer service and check-in in Hanko. The work involves providing a lot of guidance and advice.

Toivari points out that it is vital to provide customers with accurate and correct information quickly - even around the clock if necessary. **Aku Suikkanen**, Operations Manager of Stevena Uusikaupunki, also emphasises the importance of flexibility and customer service. Ships can be delayed, and timetables can be changed at short notice.

– Customers know Stevena's stevedores for their

flexibility and the professionalism of the staff who are at the port to receive the ship, even on public holidays.

Hanko offers the shortest possible connection from the southern tip of Finland to the rest of Europe - making it possible for shipping owners to optimise their vessel selection. By contrast, Uusikaupunki is the northernmost ro-ro port, with regular trailer traffic to Europe arriving in just over 24 hours. Uusikaupunki's strengths also include extensive storage capacity. In addition to ro-ro services, additional services such as warehousing and cargo handling, are available to support the customer's operations.

Increased efficiency from short sea routes

Backman-Trummer has been serving export and import customers and shipping companies in Vaasa for 140 years. The shortsea concept has been around since the 1950s. The company has operated shortsea container services for more than 20 years, also in Kokkola.

The advantages of the shortsea concept, involving shipping, pick-up and delivery between Finland and Europe, include the reliability of the logistics chain and the manageability of intermediate storage. The concept is also environmentally friendly and does not cause road congestion. The availability of ro-ro wagons and cassettes is good, and the price competitiveness of the short sea route is critical, especially for the non-urgent transport of large consignments.

– Cost-effectiveness is absolutely essential, says **Bernt Björkholm**, Freight Forwarding Director at Backman-Trummer. For example, special transports are easier and cheaper by sea than by road.

The Vaasa-Umeå line is the northernmost year-round ro-ro route in the world. Vaasa also offers smooth connections to Rotterdam, Kiel and Tilburg. Backman-Trummer has solid know-how in handling different types of cargo, appropriate equipment, and good infrastructure, which is to be developed further still. Ro-ro traffic volumes are expected to increase, thanks to projects in the battery industry and other major industrial projects in the region. The port will respond by deepening and widening the shipping lane. This will make it possible to accommodate even larger ships, such as the new generation of ro-ro ships.

Backman-Trummer combines all the services the customer needs with transport.

– We have an extensive network of partners and, if we need to, we can pick up the cargo from Central Europe and ship it to Vaasa, where we inspect the cargo, store it and deliver it to the factory on time - all according to the customer's needs, Björkholm summarises.



Sofie Wiss

has been appointed as ESQ Director at **KWH Logistics** as of 1.1.2022. She will also become a member of the KWH Logistics Management Team. Sofie has worked at Rauanheimo since 2014 and most recently as Sales and Marketing Manager. She has previously worked e.g. at Wärtsilä, and Best-Hall. ESQ Director is a newly established position within KWH Logistics with a focus on the environment, safety, quality and risk management as well as the development of sustainable business.



Roni Kalleinen

has been appointed as Traffic Manager at **Moonway** as of 22.11.2021. He has previously worked at DSV Road as the Manager of Scandinavian traffic. He is responsible for responding to the diversity of needs that customers have and the increased demand as well as investing in sales and a good customer experience.



Jan Österlund

has been appointed as Area Manager at **Backman-Trummer** Freight Forwarding in Vaasa as of 1.2.2022. He is a supervisor at the Vikby office. He participates in the sales work and is involved in developing the company's business. Since 2006, he has worked at Kohiwood Oy in versatile tasks as Marketing Manager.



Mikael Fröjdö

has been appointed as Forwarding Manager at **Rauanheimo** as of 27.12.2021. He is responsible for managing and developing the forwarding and warehousing operations of the Kookkola office. He has extensive experience in various ground management positions in air traffic, most recently at RTG Ground Handling.

Photos: KWH Logistics

KWH Logistics Key Figures (2021)



Turnover MEUR

182



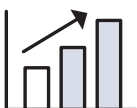
Personnel

532



Ship Calls

2614



Average annual growth

7%



Investments MEUR

19 (IFRS16)



Cargo volume (million tonnes)

16,4

KWH LOGISTICS

MOVING AND HANDLING GOODS AS WELL AS WAREHOUSING IS AT THE CORE OF OUR BUSINESS. IN ADDITION TO OPERATING IN PORTS, TERMINALS, AND FACTORY AREAS WE HANDLE TRANSPORTS ALL AROUND THE WORLD.

Photos: KWH Logistics

Port Logistics



We offer stevedoring, forwarding and ship agency services as well as warehousing in 17 Finnish ports. We customize overall and efficient logistics solutions for our customers.

 **RAUANHEIMO**

 **STEVENA**

 **BLOMBERG**
Stevedoring

 **JALANDER**

 **RODÉN SHIPPING**

Industrial Services



We offer overall and customer-focused logistics machinery services as well as equipment rental. We perform smaller as well as large scale tasks with precision and according to the demands of the customer.

 **ADOLF LAHTI**

 **BLOMBERG RENT**

International Transports



We offer global logistics solutions by all modes of transportation (road, sea, air, container, bulk and project transports). In addition, we handle customs clearance, forwarding and warehousing services.

 **BACKMAN-TRUMMER**

 **MOONWAY**



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