# GOODSTORIES

KWH LOGISTICS MAGAZINE FOR CUSTOMERS AND STAKEHOLDERS 2 | 2023



**VIKBY TEAM UNDER THE SAME ROOF** MACHINE OPERATOR'S WORK SUITS WOMEN AS WELL SUSTAINABLE COLLABORATION IN WIND POWER COMPONENTS A STRONG OVERALL SERVICE CHAIN HELPS TO SUCCEED

## Dear reader,

Trust. Trust is a powerful word that is not spoken for amusement or as a quickly emerging filler. It is always associated with a strong feeling. Trust means keeping a promise, and the word cannot be spoken aloud without feeling the obligation of the bearer of responsibility. But at the same time, there is also pride in being able to present such a strong expression to stener.

the listener.

In the articles in this magazine, we do not directly talk about trust, but it is nevertheless inherent in its own way in the DNA of each story. In this issue, we tell how the controls of a heavy-duty machine trust the hands of a young woman as she ensures the steady feeding of raw materials to the pulp mill. Trust is also a long-standing partnership where both parties can focus on their core competencies, and the customer allows the partner to take care of crucial logistics functions for their competitiveness. Trust is also required when our freight company takes care of importing our customers' raw materials while ensuring uninterrupted production. Or when customized project loads are handled in the port and they are delivered on time to the installation site, where every extra hour costs a lot. In the logistics vocabulary, the term delivery reliability is also used for these situations.

Trust is not established with fancy pictures and beautiful words; it is earned. And behind the earning is years of hard work to meet the needs of the customer. At KWH Logistics, we have built our own capital of trust for almost two hundred years, but still, it must be earned anew every day. We firmly believe that mutual trust grows with long-term work as we learn more and more about the needs, wishes, and possibilities of the other party. It is also important for us to be able to offer longer segments of the logistics chain because the fewer links there are in the chain, the stronger they can be forged. Trust is, by the way, one of KWH Logistics' values – the other three are openness, safety, and expertise.



Happy reading!

Markku Mäkipere Director of Marketing, KWH Logistics Managing Director, Stevena Oy, Moonway Oy Publisher: KWH Logistics Editor-in-Chief: Markku Mäkipere Editorial board: Markku Mäkipere, Hannele Herranen, Henna Nurmi ja Terhi Paavola Layout and texts: JS Suomi Oy Place of printing: Offset Ulonen, Tampere Cover image: Christoffer Björklund. In the picture are Annika Wiklund (Vestas) and Björn Knutar (Blomberg Stevedoring)

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2

## FLASH NEWS

## FASTER, SAFER, AND CLEANER

Stevena is a leading RoRo-operator in Finland. The company unloads thousands of trailers from ships every month. Stevena has developed an automatic trailer identification system, which has now been complemented with an application called Gateportal for use by transport and logistics companies. With this web-based system, a truck driver picking up a loose trailer from the port can check when the trailer has been unloaded from the ship and where it has been left in the port. The driver can directly from their mobile phone see when it is appropriate to go to the port and drive directly to the correct address. The driver can also request a notification to their phone when the trailer is ready for pickup. By avoiding unnecessary drives and searches, the working environment in ports improves, emissions decrease, and time and effort are saved.

## **UNIQUE CASSETTE SYSTEM**

Blomberg Stevedoring has improved the competitiveness of its project operations by acquiring twenty new cassettes, each with a load capacity of 300 tons. The robust cassettes enable the transport and storage of heavy loads in the port area. Blomberg uses Liftecs Translifter to move the cassettes, significantly increasing efficiency, flexibility, and safety in handling cargo. The cassettes, which are three times stronger than standard cassettes, are custom-made according to Blomberg Stevedoring's needs. Thanks to the cassette system, the transfers of project cargo are smooth in the port area, reducing the need for vehicle tower cranes.

## MAJOR DISASTER EXERCISE IN KOKKOLA

The Occupational Safety Week was held in all Finnish ports in the beginning of October. Adolf Lahti, a part of the KWH Logistics business group, organized a major disaster exercise at the Kokkola product warehouse on Wednesday, October 4th. The exercise involved the Central Ostrobothnia Rescue Department, KIP Factory Fire Brigade, the emergency medical services of the Central Ostrobothnia Welfare Area (Soite), the Police, Finnish Customs, and the Regional Administrative Agency. The first exercise of its kind was arranged in the warehouse which is custom-designed for final products of Adolf Lahti's clients. The warehouse build in 2021, is located in the Kokkola Industrial Park (KIP). The exercise provided an opportunity to test the procedures in case of a major disaster at this facility.

Picture: KWH Logistics



Picture: KWH Logistics



Picture: KWH Logistics





## **HIGH DEMAND FOR CONTAINERS**

## THERE IS A GROWING DEMAND FOR CONTAINERS AND TANKS, BACKMAN-TRUMMER AND MOONWAY ARE READY FOR THIS GROWING NEED.

The demand for rental and sales containers has increased significantly in recent years, partly because of the prevailing global situation and the declining demand for raw materials.

- A customer may be in a situation where the warehouses are full and more space is needed, says **Johan Smedjebacka**, Area Manager at Backman-Trummer.

Backman-Trummer has responded to customer needs by offering rental and sales of shipping containers, ranging in size from 20 ft (6 m), 40 ft (12 m), to 45 ft (13.5 m). Containers have been rented already before, but in the last three years, the activity has expanded. Now there are constantly about fifty rental containers available in Kokkola and Vaasa - including heated and refrigerated containers suitable for the storage of various products and raw materials.

#### Excellent temporary storage

Moonway, also part of KWH Logistics, offers rental containers.

- Our containers are mainly tank and dry bulk containers suitable for the needs of the chemical and food industries, says **Juho Makkonen**, Commercial Director at Moonway. In addition to regular, various-sized tank containers, heated containers are also available.

## **NEED A CONTAINER?**

Containers can be inquired from your own KWH Logistics contact person. For more information, you can also contact sales@moonway.fi or johan.smedjebacka@backman-trummer.fi.

Read more about choosing containers: www.moonway.fi/fleet-and-general-information

Often, Moonway's customers rent containers for temporary storage needs when their own storage tanks are, for example, being maintenanced. Additionally, rental containers are suitable for the storage of liquids and dry bulk provide flexibility for peak periods. Renting is a suitable option when there is no desire to invest in own tanks or containers. The model is cost-effective. The container can be loaded anywhere and transported to the desired location, such as a port, the transport company's premises, or the customer's yard, where it can be left for the required time. This way, a tanker truck does not need to be tied up for storage.

#### **Comprehensive service**

- Renting a container for the customer is easy, says Smedjebacka. At its simplest, one just needs to call and specify when and where the container is wanted.

The service includes transportation, and if the customer wishes, unloading products from the shipping company's container and reloading them to the rental container. At the end of the rental period, the containers are cleaned and maintained for the next customer. The rental period for containers is flexible from a few days to even years. Especially for long-term needs, national service is provided; for short-term needs the most cost-effective solution for the customer is to rent a container nearby. Backman-Trummer and Moonway also respond to demand by acquiring containers suitable for the customer's specific needs. Typically, a familiar partner in collaboration with KWH Logistics, rents the container. Other companies and even individuals can also contact them regarding container needs.

## KOKKOLA'S Stevedoring operations Consolidated

#### THE STEVEDORING OPERATIONS OF OTTO RODÉN AND RAUANHEIMO IN KOKKOLA ARE MERGING.

KWH Logistics is strengthening its operations in Kokkola by combining the stevedoring operations of Otto Rodén and Rauanheimo through a business transfer starting from October 30, 2023. In the future, the stevedoring operations in Kokkola will be conducted solely by Rauanheimo, a subsidiary of KWH Logistics.

The consolidation addresses challenging traffic prospects in Kokkola, aiming to streamline the local organizational structure, share expertise, and enable the utilization of synergies in terms of personnel and equipment. The goal is to develop Kokkola's stevedoring operations to be as competitive as possible for the future. The consolidation project is overseen by Niko Orpana, Sales and Development Director at Rauanheimo.



After loading, Moonway's tank container can be transported door-to-door through intermodal transport – cost-effectively and environmentally friendly.

Picture: KWH Logistics





All road, sea, and air transport operations in Vaskiluoto, Vaasa and Vikby have been centralized to Vikby.



6

## VIKBY TEAM UNDER ONE ROOF

## VIKBY'S NEW SERVICE STRUCTURE BENEFITS BOTH CUSTOMERS AND STAFF.

Backman-Trummer, providing transport and forwarding services, operates in Kokkola and Vaasa. Now, all road, sea, and air transport operations in Vaskiluoto, Vaasa and Vikby have been centralized to Vikby. According to **Jan Österlund**, the area manager of Backman-Trummer, the terminal's location at the intersection of major roads leading to the west and south is the best possible. Vaasa Airport is also visible from the terminal.

- It's important to be where the action is, says Österlund. This way, daily contact with traffic is maintained.

Although location is important, Österlund emphasizes that experience and strong networks are even more crucial. Backman-Trummer's professionals handle exports and imports to all continents. Now, managing different modes of transport and the details required for different regions becomes even smoother when forwarding expertise is consolidated under one roof. Tracking shipments also becomes easier when physically located where the goods are. One can easily inspect a shipment, and quality control speeds up. Information flows smoothly between forwarders and traffic managers and the sales department located in the same building.

- A good connection between sales and traffic managers is important when planning and building solutions that suit the customer, says Österlund.

### Prior the port, in the port, and after the port

Vikby's terminal is a flexible collection and distribution point and an AEO (Authorized Economic Operator) terminal, meaning it has Customs' security certificate for customs and logistics operations. Regular traffic extends throughout Europe. Shipments are sent to Vikby from the provinces daily for further transport. Flows of goods go in both directions, and in addition to exports, there is a lot of import traffic. Vikby's terminal offers a variety of services, such as container loading and storage for sea shipments. However, the service is not limited to Vaasa area or even Finnish borders. Backman-Trummer's comprehensive service structure includes strong networks worldwide.

- We have several export-driven, multinational companies as customers who benefit from our partner offering in the destination country, says Österlund.

In addition to international networks,

internal logistics chains within KWH Logistics are actively developed. Group members provide a wide range of services, and by combining them, customers get access to comprehensive logistics solutions tailored to their needs, conveniently packaged under one roof. In addition to port and transport services, the service can include, for example, material handling on the factory premises.

- We tailor a solution that best serves

the customer, which may include services prior to, during, or after the port - or both, says Österlund.

KWH Logistics has 140 years of experience in logistics services. When a logistics professional handles the entire package of transport, storage, and material handling, the customer can focus on their core business. Österlund emphasizes the continuous development of services. The logistics industry is undergoing significant renewal, and the goal is to design increasingly efficient solutions for customers. Digitality adds multidimensionality to operations, and in Vikby, new possibilities have been introduced, such as an enterprise resource planning (ERP) system. However, human oversight is crucial.

- For us, it's important that a person is always accessible, says Österlund. When the customer is in focus, people take care of communication, and systems are designed to support operational activities.

When a logistics professional handles the entire package of transport, storage, and material handling, the customer can focus on their core business.



## LIGHT FIELDWORK

## THE PROFESSION OF A MACHINE DRIVER IS A CLEANER AND MORE VERSATILE JOB THAN ITS REPUTATION SUGGESTS, SUITABLE FOR A PRECISE PROFESSIONAL REGARDLESS OF GENDER.

The profession of a machine driver is often associated with physically demanding tasks, where clothes get dirty with oil, and ears ache from the noise. However, working with modern machines is something entirely different. Operating modern machinery does not require physical strength from the driver, as the controls are as easy to handle as a computer mouse.

- You can completely discard the image of a driver gasping for exhaust fumes or getting covered in oil leaking from the machine; says **Pekka Pöllänen,** the CEO of Adolf Lahti.

The industry is still male dominated, but women have also found their way to operate the machines. According to Pöllänen, this is a good thing – in his experience, women are well-suited for precision-oriented driver tasks. Additionally, the diversity of the workforce increases job satisfaction and balances the work environment.

### From a healthcare worker to a driver

**Miia Janhunen** has studied as a healthcare worker and a baker-confectioner. However, her fascination with large machines led her to operate an excavator.

- I like to set the big wheels in motion, says Janhunen, who also drives a fire truck in her free time at the Volunteer Fire Department.

Janhunen initially chose the profession of a machine operator following her husband's example. Now, she has been in the field for almost six years, an industry that has interested her for her whole life. As a child, Janhunen envisioned herself driving a log truck or a forest machine or repairing vehicles, despite the societal guidance leading her to study more traditionally feminine fields. Now, especially her immediate surroundings have changed perceptions, and for example her father is pleased with his daughter's success in a traditionally male-dominated field. However, there are still sceptics.

The number of women in the service of KWH Logistics.

17% BUSINESS GROUP BOARD 17 % BUSINESS GROUP

**EXECUTIVE TEAM** 



- A woman must demonstrate her capabilities differently than a man, Janhunen says.

Nevertheless, according to her, working with men is straightforward and pleasant, and women excel in the steering wheels of cars and machines due to their precision. For example, in the steering wheels of timber trucks, you increasingly see more women.

At Adolf Lahti, Janhunen's job involves mainly handling logs. She operates a payloader on the sorting line as a companion to the telescopic log handler driver. Janhunen's future plans is to drive the telescopic log handler herself – the king of machines. Besides large machines, the best part of the job is the good colleagues.

- We have a good group here – we support and help each other; Janhunen says. And when we're familiar, gender doesn't matter. The main thing is that the tasks are done.

#### A good job for a humorous woman

**Heidi Hinkkanen** has always enjoyed driving. After completing her basic education as a vehicle mechanic, the woman was already behind the wheel of a truck at the age of 19. Soon, she was driving wood chips from Russia, where a female driver caused astonishment.

- At that time, women were not allowed to drive a vehicle over 10 tons in Russia, and I had a load up to 45 tons at its best; Hinkkanen recalls.

With hair extensions, tattoos, artificial nails, and piercings, the 160-centimeter tall Hinkkanen sometimes felt like a tourist attraction among men – especially when pregnant.

- Pregnancy is not an illness, says Hinkkanen. And gender, especially, is not an obstacle to any profession.

According to Huttunen, the job of a car or machine driver is excellent for a woman, even though working in a male-dominated industry requires a certain sense of humor.

After coming mother, Hinkkanen quit traveling jobs and switched from driving a truck to operating material machines. During one work shift, she can drive up to five different payloaders and telescopic handlers. This makes the job diverse. However, the number one thing is the work atmosphere.

- Even though you are alone in the machine, the phones work, Hinkkanen says. Good colleagues also include the customers' drivers – cooperation with them is seen from a customer service perspective.

A good driver needs stress tolerance, common sense, and initiative. In the cabin of a machine weighing 80 thousand kilos, decisions are made alone. In the future, Hinkkanen could also work in supervisory positions – if she can also continue to drive. According to her, it is important to manage the work properly.

- If there is a more experienced colleague in the field, it's worth listening to them and trying it out for yourself.

Although the work of a machine operator is not physically demanding, it is not something that anyone can do. The driver plays a significant role in the customer's production chain. Raw materials must not run out, and finished products must not stay in their place. In a typical situation, loads of timber-carrying trucks are unloaded, loaded onto railway wagons, or fed into the factory's production. The schedule is tight. However, the work must still be done according to the instructions, with safety as a priority. This requires efficiency, resilience, and an independent approach from the driver. Even though the work community is just a phone call away, the driver sits alone in the cab and needs initiative and decision-making ability. Without forgetting driving skills.

- But we are still talking about machines weighing tens of thousands of tons, where very precise tasks must be performed, Pöllänen reminds.

#### Equality at all levels

In the KWH Logistics business group, it is crucial to strive for gender equality and promote more women to enter the industry, ensuring a balanced gender structure in various positions. The same applies to wage equality.

- For example, at Adolf Lahti, competence and versatility are part of the employee's collective agreement wage system, increasing more equal treatment of all employees and promoting the realization of equality, says **Mona Andersson-Kuorikoski**, Director of HR and Internal Communication at KWH Logistics.



## BLOMBERG STEVEDORING IS A PORT OPERATOR SERVING IMPORT AND EXPORT LOGISTICS IN VAASA, KALAJOKI, KRISTIINANKAUPUNKI AND SOON IN KEMI.

A wind turbine consists of several components, such as a generator, blades, and a tower, typically over 80 meters long.



## **SUSTAINABLE AND SAFE**

## THE COLLABORATION BETWEEN VESTAS AND BLOMBERG STEVEDORING IN HANDLING HEAVY WIND POWER COMPONENTS LOGISTICS IS BASED ON TRUST.

Blomberg Stevedoring has been handling wind power components in the ports of Vaasa and Kalajoki for over a decade. The process includes various stages from unloading to storage and loading. Handling massive wind power components, some weighing almost 100 tons and over 80 meters long, requires robust equipment, of which Blomberg's handy mobile harbour cranes are a prime example. The combined lifting capacity of the port's cranes is over 250 tons. In addition to lifting capacity, storage space is essential – Vaasa offers an extensive 12 hectares. More important than capacity is solid expertise.

In handling wind power components, safety is a top priority, says Björn
Knutar, Sales Manager at
Blomberg Stevedoring. Safe and efficient operations
require professionalism and a positive attitude, qualities for which our stevedores and supervisors are well-known.

## Safety First

In Vaasa, over 1,000 wind power components are handled annually, with a significant portion belonging to Vestas Finland Oy. Vestas is a pioneer in sustainable energy solutions with over 40 years of experience in wind power. Operating in Vaasa for several years, Vestas Finland Oy is one of the key players in Finland's wind power sector. The operations in Vaasa have grown rapidly in recent years, emphasizing excellent customer service, responsibility, and safety, values nurtured in collaboration with strong suppliers such as Blomberg Stevedoring.

- We have been working with Blomberg in Vaasa and Kalajoki for several years, says Transportation expert **Annika Wiklund**. The collaboration has been successful. Wiklund emphasizes safety as the top priority in handling substantial components, based on professionalism and, among other things, good, open communication. Adherence to quality standards and staying on schedule are also crucial. Wiklund highlights that the supplier must understand Vestas' principles and requirements for component handling.

- Blomberg understands the importance of careful handling of our components, says Wiklund. We have great trust, and we are developing our operations together.

One example of smooth cooperation is the delivery of 36 wind turbines for the Ilmatar Energy Alajärvi wind farm project at the beginning of the year. Hand-

ling large component quantities required well-planned transports and transfers, as well as significant storage capacity, which was managed through excellent collaboration.

- Successful port operations are an essential part of the inland logistics chain and a crucial aspect of the project's successful implementation, in which we succeeded well in this significant Alajärvi project, says **Petri Ainonen**, Construction Manager at Ilmatar Energy.

### **Developing infrastructure**

Vaasa's port infrastructure is being developed to serve project deliveries even better.

- The fairway is being widened so that even the largest vessels carrying wind power components can pass through, says Knutar.

In addition, the quay is being extended to accommodate two large vessels side by side. The flexibility and efficiency-enhancing updates are ready by 2024. Additionally, Blomberg Stevedoring is expanding its operations to Kemi, enabling the handling of wind power components even further in northern Finland.

Blomberg Stevedoring has over ten years of experience in handling wind power components.





KWH Logistics' comprehensive service chain is extensive and cost-effective.



Pictures: KWH Logistics

## DEVELOPMENT

## **STRONG FULL-SERVICE CHAIN**

## A WIDE SERVICE PORTFOLIO OF A LOGISTICS PARTNER HELPS THE CUSTOMER SUCCEED EVEN IN CHANGING SITUATIONS.

KWH Logistics is able to offer the customer a comprehensive logistics service primarily through its own production within the same agreement, that may include operations at the factory, various types of land transport, material storage and handling at ports, and possibly also at other locations. All documentation and freight related to the logistics chain is handled through KWH Logistics all the way to the destination. In addition, there are additional services related to the transportation and handling of the customer's products as needed.

- The entirety always depends on the customers and their individual needs, says **Tero Kosonen**, CEO of Rauanheimo.

Each service offering is unique, and the situation changes even with the same customer. For example, with changes in the target market, the transport chain may change - possibly all the way upto the shipping port. Changes in products and volumes also affect transport needs and transport modes. The strength of the entire chain lies in its rapid adaptability

and smooth business management in times of change.

#### Fewer steps, more benefits

According to Kosonen, various partnerships between different logistics companies can build long service chains, and many operators offer this. The strength of KWH Logistics is that the majority of the chain's links are internal rather than through subcontractors. This makes the interfaces lower and the operation more manageable, reliable, and cost-effective.

- When KWH Logistics produces the service itself, we don't have to set the price to the risk of inter-company collaboration separately or add margin upon margin, says Kosonen.

Communication is also more direct and clearer within the same business group compared to a long subcontractor chain. Common systems facilitate cooperation, and there are established methods for developing services on a large scale. Networks are created at all levels within the organization, and cooperation is developed deliberately.

- Companies get to know each other's operations and share information and best practices, says Kosonen. The expertise available in-house is utilized from the tender stage.

For certain specialized products, such as wind turbines, the business group has created competence teams consisting of various experts. Holistic thinking and collaboration are also emphasized among the business group's salespeople, some of whom work together with the same customers. Not all customers yet know what services the business group could offer them.

- Our salespeople work a lot to ensure that customers have

a comprehensive view of our operations and the possibilities for cooperation, says Kosonen.

### Future solutions through partnership

At the centre of the services is the customer, whose wishes and goals are considered in the long term to create efficient solutions. The best result is achieved when development work is invested together with the customer. Through collaboration and active information sharing, more efficient solutions can be found, for example, for handling the customer's products, benefiting all parties in the implementation.

- In my opinion, a trend has been that longtime customers want to focus mainly on their own core areas of business and outsource side functions such as logistics, says Kosonen. Then, strategic partnership with a partner who master's their own area of expertise is an effective and functional alternative.

KWH Logistics' service adapts to the changing needs of customers.

# Appointments



#### Niko Orpana

has been appointed as the Sales and Development Manager of **Rauanheimo**, starting from August 1, 2023. The role is national, and he reports to the CEO and is part of the executive team of Rauanheimo. Before taking on his new role, Niko has been responsible for the transition process of the import wood traffic transferred to Rauanheimo. He previously worked as the Regional Manager in Southern Finland.



#### Aki Räsänen

has been appointed as the System Specialist for **KWH Logistics**, starting from August 14, 2023. Aki has previously worked at Rauanheimo in Vuosaari as a customer contact person for 5 years, with responsibilities including customer service, freight forwarding, and supporting production planning. In his new role, Aki will be involved in the development, maintenance, and business support of our Terminal Operating System (TOS) for all locations.



#### Niko Arola

has been appointed as the Regional Manager for Southern Finland for **Rauanheimo**, starting from December 1, 2023. Arola moves to Rauanheimo from the position of the head of Steveco in Mussalo Container Terminal. He has extensive and versatile experience in the port industry.



#### Janne Lindqvist

has been appointed as the Regional Manager for Northern Finland for **Rauanheimo**, starting from December 1, 2023. Lindqvist has previously worked as the Production Manager in Vuosaari for Rauanheimo and has extensive and diverse experience in the port industry.

Pictures: 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.

Pictures: KWH Logistics

Port Logistics

We offer stevedoring, forwarding, and ship clearance services as well as storage in most Finnish ports. We customize comprehensive and efficient logistics solutions for our customers.

## **X** RAUANHEIMO



## **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



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.

## K BACKMAN-TRUMMER



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