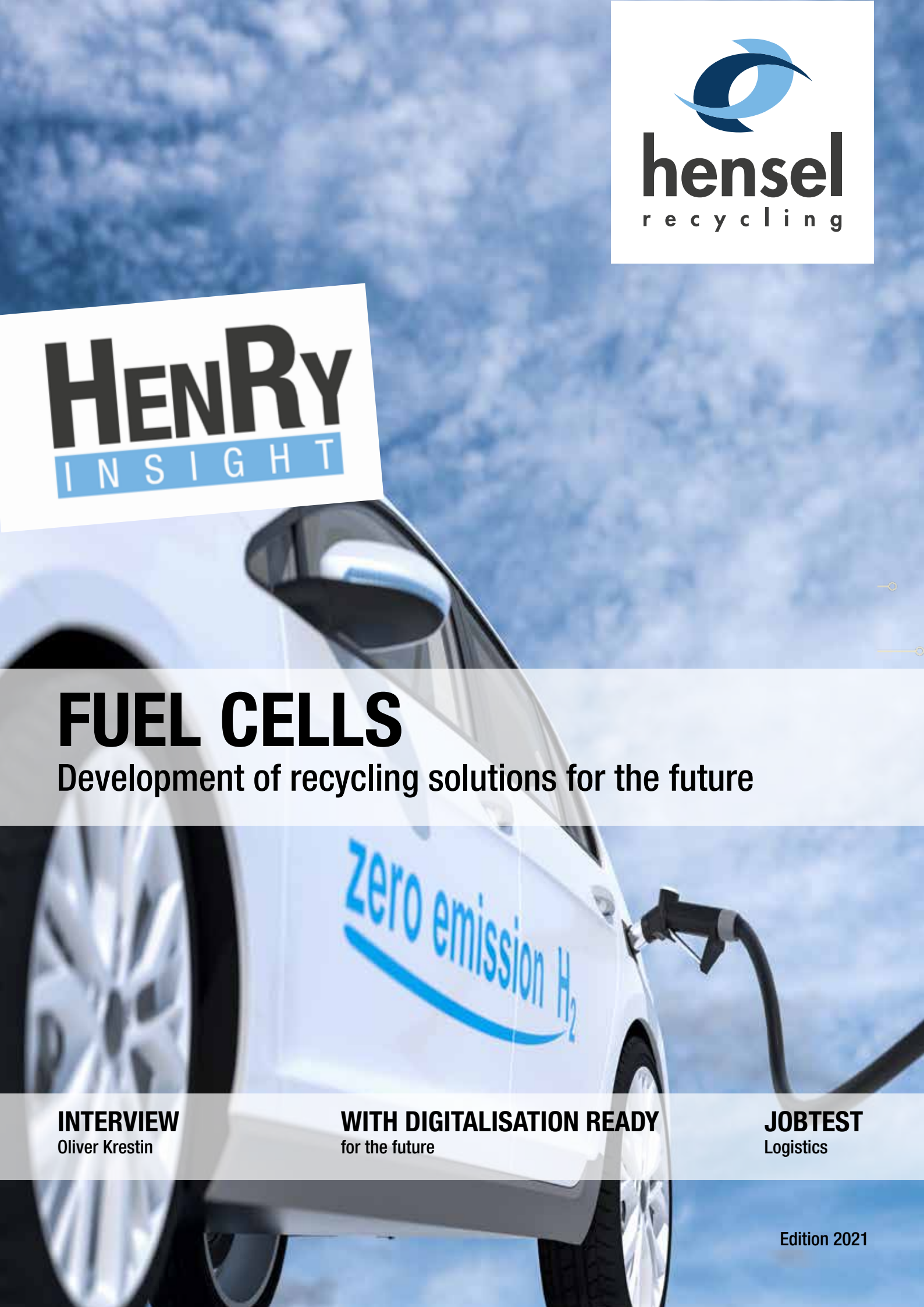
hensel recycling

HENRY INSIGHT

FUEL CELLS

Development of recycling solutions for the future



INTERVIEW
Oliver Krestin

WITH DIGITALISATION READY
for the future

JOBTEST
Logistics

Edition 2021

EDITORIAL

Dear reader,

An eventful 2020 is now behind us: Corona, lockdown, border closures, cancelled trade fairs and employee events, introduction of new work arrangements etc. Our crisis team had plenty to do and we are glad to have come through the pandemic in good shape so far. While for the business, this situation has produced major challenges including the reduction of contacts in our private lives and the cancellation of holidays, the need to avoid going out or participating in leisure activities such as team sports and choirs is a cause for concern: we do not live by bread alone, society is suffering.

We are trying to make the best of it. Customer appointments by video, virtual trade fairs, digitalisation of internal communication, a digital visitor system. The intention is to prevent contact but not to lose that personal touch. Read in HenRy Insight about a number of projects we have initiated and implemented in this context and that are helping us in our everyday business.

Looking at the long term, we are expanding our portfolio and are also addressing fuel cells, for us a key issue for the future. With our participation in the joint project BEST4Hy, we are preparing for the broader usage of this source of energy in the future.

We look towards the recently begun 2021 with confidence and hope; together with our committed team, we will be your dependable partner in the future. Stay healthy!


Clemens Hensel


Thomas L. Hensel


Oliver Krestin

INTERVIEW WITH OLIVER KRESTIN

Oliver Krestin has worked in the precious metals recycling sector for almost 30 years. You could say: he knows it and everybody in it like the back of his hand. He answers the questions of HenRy Insight about the strengths of the company, experience from the Corona pandemic and his commitment to the IPMI.

-> page 8

JOBTEST

„Our day-to-day work is much more than driving forklift trucks“ - this is the core message of Heiko Reuter, Director Logistic at Hensel Recycling.

Read about how the department is organised and why the new logistics project will make a significant contribution to driving the company forward.

-> page 12

IN THE FOCUS: FUEL CELLS

The hydrogen fuel cell is the future. Enough of a reason to start looking at them now.

WITH DIGITALISATION READY FOR THE FUTURE

HEALTH AND SAFETY AS PER DIN ISO 45001

SOCIAL RESPONSIBILITY - OF COURSE ALSO DURING THE CRISIS

IMPRINT

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Follow us on:

OUR INSATIABLE HUNGER FOR ENERGY

Hopes are pinned on hydrogen

Humanity needs ever more energy. Demand is growing exponentially. From the start of the Holocene (11,700 years ago) up until 1950, humanity's „hunger for energy" in the form of heat, mobility and finally electricity came to a total of 14.6 zettajoules. In the seven subsequent decades from 1950 to 2020, it was 22 zettajoules - that is a 22 with 22 zeroes.

This situation represents a major challenge for the world and above all industrialised nations because resources such as coal, oil and gas will dwindle in the foreseeable future; their consumption also produces dangerous greenhouse gases. Global warming is the consequence with many side effects for nature and man.

With the utilisation of hydrogen, science and politics are hoping to find sustainable solutions and achieve climate goals; clever companies can expect high profits. For this reason, research and investments are in progress, in some cases involving sky-high amounts. Hydrogen – if possibly produced using green methods – is intended to be used in almost all industries, as well as in mobility and building management.

Areas of research

The processes for manufacturing hydrogen are familiar. The effectiveness and the cost structures related to the production infrastructure need further improvement. Capacity must be created with the aid of so-called electrolysers; also, the roll-out and expansion of the distribution network must be driven forward to cover our future demand. In addition, experimentation with cell materials for storage is in progress so that performance density, efficiency and service life can be improved and the specific demand for critical materials reduced. To address the „cradle-to-cradle" principle of

the closed-loop recycling economy, it is also necessary to investigate recycling methods, for example, for fuel cells at an early stage (see page 6).

Investments in a clean future

The world's largest green hydrogen project (North H2) is based in our neighbour, the Netherlands. With an investment of 20 billion euros, a quantity of 800,000 tonnes per year is to be produced from 2027. However, Australia, China, and Saudi Arabia – to name just a few – are also investing large sums in production capacity for hydrogen. Even though Germany may not be able to cover its demand for hydrogen, with broad adoption worldwide, there is the possibility of establishing new, fair energy partnerships liberated from the old fossil suppliers.

Conclusion

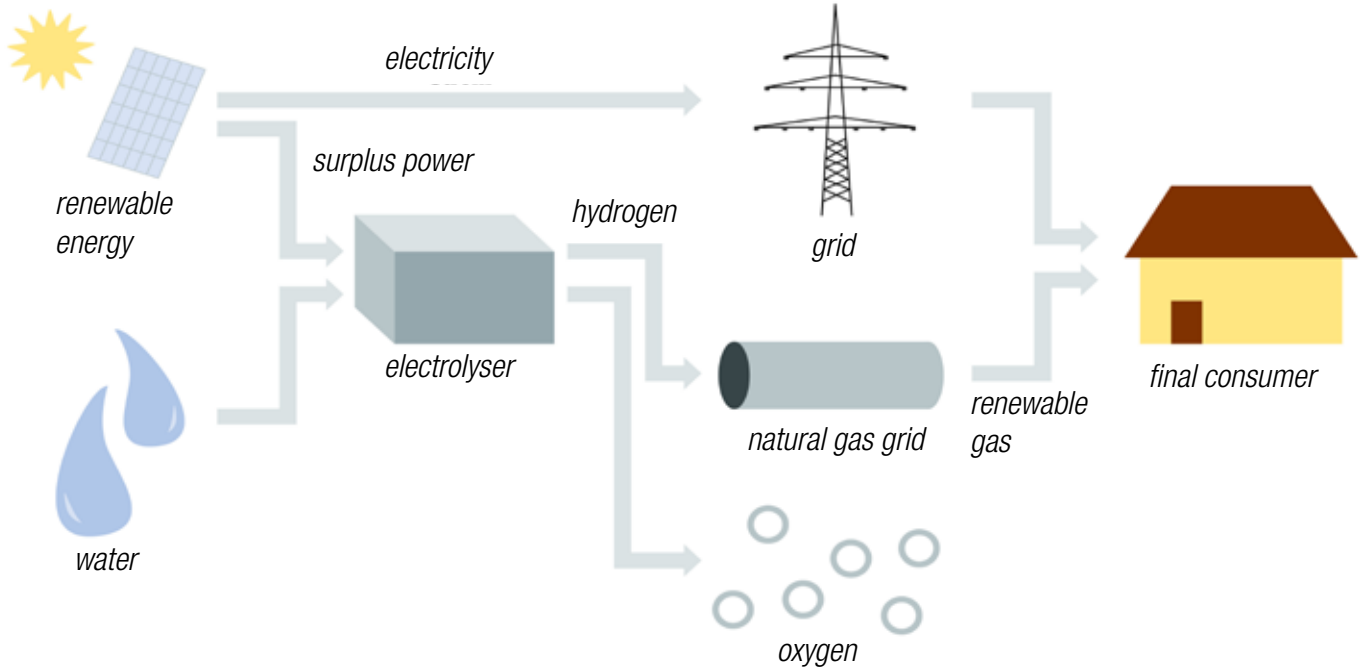
Major steps are still needed to produce and utilise hydrogen on an industrial scale. However, humanity's growing hunger for energy and the related damage to the climate make it clear that any investment in green energy will pay off and is necessary for the environment. And with sustainable recycling solutions for fuel cells – we are making our contribution to preserving our natural resources.

DID YOU KNOW?

Hydrogen has its own colour codes. In this way hydrogen is differentiated based on the CO_2 emissions related to its production:

- Grey hydrogen – is produced based on fossil fuels such as natural gas and crude oil; CO_2 is emitted into the atmosphere during the process.
- Blue hydrogen – manufacture as for grey hydrogen; however the CO_2 is collected and stored underground.
- Turquoise hydrogen – produced during methane pyrolysis. Instead of gaseous CO_2, solid carbon and a small portion of climate-damaging methane are produced.
- Green hydrogen – is produced using renewable energy and is therefore CO_2-free.

Hydrogen is produced from stored renewable energy and water in an electrolyser; this hydrogen can be utilised decentrally in households and industry.



BEST4HY

Development of trendsetting recycling solutions for hydrogen fuel cells

As a rule, a fuel cell stack consists of bipolar plates, membrane electrode assemblies (MEAs) on which the precious metals sit, as well as seals, end plates and the clamping system.
Image credit: ElringKlinger

Hydrogen fuel cells are considered the cleanest possible source of energy. There are still only a few fuel cells in use, but if the situation develops as generally hoped, in a few years the first models will flow into recycling in significant quantities. After all: hydrogen fuel cells contain valuable raw materials.

The fact that safe, efficient recycling solutions must then be available is not only apparent to the related manufacturers who want to reuse the valuable raw materials. The EU Commission is also interested in such a process in the context of the GREEN DEAL. For this reason the joint project BEST4Hy, in which Hensel Recycling is involved, is funded with around 1.5 million euro as part of the EU research and innovation programme HORIZON 2020.

The partners in the project have 36 months – starting on 01.01.2021 – to undertake research into recycling solutions for PEMFC (polymer electrolyte membrane fuel cells) and SOFC (solid oxide fuel cells).

Manufacturers for fuel cells, recycling specialists and research institutes as well as universities from a total of four EU countries are co-operating in the project. The project is headed by Environment Park from Turin; this organisation is based in the „advanced energies“ sector.

A real closed loop

The goal of the project is to recover as far as possible 100 % of all materials from a used fuel cell and that with a quality and purity such that the materials can be used again for the manufacture of fuel cells. For example, a PEMFC contains platinum and iridium, as well as graphite, copper and steel, etc. During the project, different methods for analysing, dismantling, separating composite materials and concentrating the metals are to be checked for their feasibility, recovery quota and cost-effectiveness on a laboratory scale.

The challenges include the processing of iridium, which is more complex and more technically demanding than the typical industrial precious metals platinum and palladium. Insights related to subsequent industrial-scale recycling methods are also to be obtained in the project team.

THE PARTNERS

- Environment Park, Turin, Italy
- University of Ljubljana, Slovenia
- CEA – Alternative Energies and Atomic Energy Commission, Paris, France
- Elcogen, Vantaa, Finland
- Polytechnic University of Turin, Italy
- RINA, Turin, Italy
- ElringKlinger, Dettingen, Germany
- Hensel Recycling, Aschaffenburg, Germany

This project has received funding from the Fuel Cells and Hydrogen 2 Joint Undertaking under grant agreement No 101007216. This Joint Undertaking receives support from the European Union's Horizon 2020 research and innovation programme, Hydrogen Europe and Hydrogen Europe research.

More information about HORIZON 2020

INTERVIEW

with the Managing Director, Oliver Krestin

Oliver Krestin has worked in the precious metals recycling sector for almost 30 years. You could say: he knows it and everybody in it like the back of his hand. He answers the questions of HenRy Insight about the strengths of the company, experience from the Corona pandemic and his commitment to the IPMI.

Hensel Recycling's motto is „Your first choice". Why should companies entrust their material containing precious metals to you?

We have more than 20 years of experience in the recycling of automotive catalytic converters. Over the years, we have developed efficient recycling methods for these and many other materials containing precious metals. We work together with prominent partners in the precious metals industry worldwide in a trust-based co-operation. Our processes are certified in accordance with environmental, quality and work safety standards, and we are approved as a waste management operation according to German legislation on recycling. This situation makes our work transparent and dependable for customers and business partners.

In recent years, Hensel Recycling has become involved in recycling even more materials. What was the reason for such broad expansion of the portfolio?

Automotive manufacturers and their suppliers are always further modifying and improving exhaust gas systems to meet increasingly strict exhaust gas standards. In addition to normal catalytic converters, diesel particulate filters entered the market and, accordingly, a few years later they appeared for recycling. Logically, we added these filters to our portfolio. Here time and again there are new carrier materials and coatings that produce new challenges in processing.

Also the increasing use of exhaust gas systems in trucks, buses and ships as well as in stationary applications – so-called industrial catalytic converters – caused our recycling services to expand because we were able to successfully adapt our expertise related to the recycling of automotive catalytic converters. The demand from customers for procurement or processing, particularly in the area of control systems from vehicles, and subsequently also in relation to printed circuit boards and other electronic components containing precious metals has continuously grown.

In the meantime, we have developed and established a separate business area for electronic scrap; this business area has its own sales organisation and a special processing plant. In general, the spectrum of precious metals we recover has expanded as the portfolio has expanded.

The pandemic has hit the recycling industry hard like almost every other sector. What was the experience of Hensel Recycling during the weeks of the lockdown?

In 2019 and also in the first quarter of 2020, large quantities of materials for recycling were available on the market. However, the supply chain quickly collapsed in April. This collapse was due to several reasons: on the one hand, the number of vehicles sold dropped; this situation had a direct effect on the recycling market. On the other hand, some of our customers – particularly those abroad – closed their companies due to Covid-19.

And even if customers were still able to assemble deliveries, these were left more or less stranded by border closures. The second quarter was therefore dominated by the lockdown, however since July 2020 there has been a significant upward trend.

After a rather quiet pandemic summer, the number of cases is growing rapidly. How is the sector addressing this problem?

The priority in many countries is to keep the economy running, schools and borders open. Restrictions should only be applied in the private area – as long as pos-

PROFILE

OLIVER KRESTIN

DATE OF BIRTH
8 January 1970

CAREER STAGES
- 1992 - 1999 - Degussa AG
- 1999 - 2003 - DEMET Deutsche Edelmetall Recycling AG & CO. KG
- 2003 - 2008 - Johnson Matthey Plc.

POSITIONS AT HENSEL RECYCLING
- 2008 - 2011 - Development of international business
- 2011 - 2013 - Sales Director
- seit 2013 - Managing Director

WHAT REALLY ANNOYS ME
When people do not talk about problems

WHAT RELAXES ME
When Eintracht Frankfurt wins

WHAT I WOULD LIKE
Good health and more time for my family and my leisure time activities

WHAT I LIKE TO HEAR
From rock to pop, e

WHAT I LIKE TO READ
Scandinavian thrillers

sible. There are then the general rules about how we should act, specifically: social distancing, hygiene, face masks. As long as this situation continues, the availability of materials for recycling and the demand for precious metals will probably remain at a high level. Under these conditions, precious metal prices can also be expected to fluctuate only within normal limits.

What has Hensel Recycling learned from the Corona crisis and what will be useful for the future?

It is important to stick together in crises. In the spring, everybody recognised the need for change and pulled together. We quickly adapted structures - with new shift models, a further flexibilisation of working hours and the relocation of office work to the home office. Our IT infrastructure has withstood these requirements and we have found – here I am speaking as a member of the senior management – that we can certainly have confidence in our employees.

Our digitalisation has also been accelerated by Covid-19: for example we have introduced a new employee app and broadcast regular video messages from the managing partners. In this way, we have been able to get all employees on board and have attempted to reduce the fear of the pandemic with open, personal addresses.

The business world continues to operate in the „new normal". What are your greatest challenges at the moment – apart from Covid-19?

In terms of politics, BREXIT is now an issue. After a long debate, exactly what BREXIT involves and what it means for trade relations with Great Britain have now been finalised. Even if there are changes, since we have a subsidiary in England we can continue trading in any circumstance.

A further challenge is that we must meet the increasing requirements of the refiners. Their furnaces are optimised for various material compositions and have problems if the material to be smelted does not comply with the specifications. As such, quotas and related specifications are increasingly stated. For example, ground material is only allowed to contain a specific concentration of silicon carbide (SiC). Titanium oxide and higher aluminium oxide concentrations in the monolith represent a further challenge for the future.

What are the most important projects at Hensel Recycling at the moment?

There are a whole series of projects: we want to improve our internal processes. For this reason we are currently working on a comprehensive logistics concept and the introduction of a new ERP software application. We are expanding our dismantling operation to cover the increasing quantities of truck catalytic converters. We are working together with ARC Metals on a new smelting and recycling method to create capacity for the processing of SiC material. Furthermore, to secure the future of the company, we are already looking at the recycling of fuel cells. All this will create further strategic and operative advantages in the medium and long term.

Digitalisation is currently a major blockbuster topic. How is Hensel Recycling addressing this area?

Mobile applications introduced for catalytic converter procurement, an employee app, a Mobile First strategy - show that we have already been working on the topic of digitalisation for years. Currently the CATalogue app is undergoing an update with significant improvements; a visitor app is also being introduced. We are also taking part in virtual trade fairs; we are therefore always open to digital progress.

And how important is the topic of sustainability at Hensel Recycling?

Recycling precious metals is in itself a success story in relation to sustainability. Let us take the example of the CO_2 saving that results from recycling precious metals instead of mining them. By recycling 11,000 kg of platinum group metals (we recycled this much in 2019) we avoid the release into the environment of around 150,000 tonnes of CO_2 (see information graphic).

Furthermore, at Hensel Recycling all resources are regularly checked and measures to save electricity, gas and water specified and implemented. With its certification according to the environmental standard DIN EN 14001, the company has undertaken the obligation to protect resources in its business activities.

Let us look at the big picture beyond Hensel Recycling. From June 2019 to June 2020 you were President of the most important international interest

REDUCING THE IMPACT ON THE ENVIRONMENT BY MEANS OF RECYCLING*

Total quantity of precious metal	
Mine production	14.195.000 oz
Recycling (incl. jewellery)	4.950.000 oz
Demand for precious metals for automotive catalytic converters	
New production	12.475.000 oz
Catalytic converter recycling	4.010.000 oz
Hensel Recycling (~ 11.000 kg)	354.000 oz
Emissions while producing PGM	
Primary / Mine	15.600 kg CO_2 pro kg
Secondary / Recycling	1.248 kg CO_2 pro kg
Emissions related to quantity of 11,000 kg	
Primary	171.600 t/a CO_2
Hensel Recycling	13.728 t/a CO_2
Plant emissions	300 t/a CO_2
SAVING / YEAR	**~ 150.000 t/a CO_2**

**All figures relate to 2019*

group for the precious metals sector – the IPMI. What motivated you to take on this honorary position?

I have regularly attended IPMI conferences since 2001, learnt a lot and established very good contacts with important people in the world of precious metals. In other words: I have been able to build up a great network and profit considerably from the IPMI. I have become increasingly involved in the organisation in recent years and was pleased to accept the vice presidency and then the presidency in the following year. With my commitment, I want to give something back to the IPMI.

What has changed in the institute under your leadership?

Some time ago we realised we had to reorganise the institute. While initially it started as a charity foundation for academic scholarships, the IMPI has in truth also developed into a trade association. The two areas are now separate and can develop and communicate their own profiles.

Mr Krestin, many thanks for the frank conversation and we wish you every continued success at Hensel Recycling.

„MORE THAN DRIVING FORKLIFT TRUCKS“

The complexity of logistical processes in precious metals recycling

A childhood dream for many boys: along with being a pilot, race car driver and excavator driver, the profession of the forklift truck driver is popular among today's youth. At Hensel Recycling, this has become a reality for some men.

5, 10 – often up to 20 trucks and ocean containers are processed every day by the employees in the logistics department. Along with unloading, their day-to-day work includes comprehensive goods receipt inspection. This activity involves the determination of the exact weight of the material, data entry, as well as placing the goods in store. „There is a concentration of deliveries particularly on Fridays. My team then has its hands full“, says Heiko Reuter, Director Logistic at Hensel Recycling.

Eleven men work in shifts each day and ensure processing is smooth, however these „straightforward“ warehouse activities are only part of the varied tasks of the logistics team. The core task is actually the evaluation of the incoming materials. Whether catalytic converters or electronic scrap – nothing escapes the trained eye of the men and any difference that affects the value, however fine, is detected immediately.

A large amount of manual work – extensive experience

Every catalytic converter procured is assessed and compared with the Hensel Recycling catalytic converter library based on its distinguishing features. New models not yet listed are correspondingly documented: size, weight, manufacturer, serial number and of course a photograph. Then the catalytic converter is dismantled, prepared and analysed in the laboratory, and added to the database. In recent months the library has grown significantly, in particular in the area of truck catalytic converters.

Extensive experience and a trained eye are required to identify and assess the catalytic converters as quickly as possible. And also to identify the never-ending new tricks of fraudsters. „From manipulated serial numbers to the replacement of valuable monoliths with completely uncoated monoliths – the methods for producing fakes are continuously developing – we must therefore always be alert“, says Heiko Reuter. „We exchange information intensively with our colleagues from sales and on the road, and also within the team. Over time you get a feeling if something is wrong.“

A LOOK BACK

„I remember clearly when Ralf Duesmann came to me and said: The categorisation of the catalytic converters into large – medium – small is no longer enough. We must do something different. This was when the catalytic converter library was born.

We thought about the distinguishing features and set up the first database.

Today it has become an app with several thousand catalytic converter types and is growing continuously.“

Heiko Reuter, Director Logistic

Heiko Reuter (second from left) with his brother Thomas (extreme right) and Thomas L. Hensel (left) and Clemens Hensel (second from right)

Sorting electronic scrap

The situation is similar for electronic scrap. The goods to be procured are sorted and meticulous attention is paid to the removal of so-called adhesions, for example batteries, cables, etc. The continuously growing electronic scrap database is expanding so that transparent, fair prices can be offered on the market.

Procurement also abroad

Whether in France, Spain or Dubai - if several thousand catalytic converters are to be procured and must be assessed, the experts from the logistics team assist during the assessment on-site. The customer then receives a price immediately and the assessment is completely transparent for the customer. „It is good to get out on occasion and meet our colleagues in the subsidiaries.“

And what else is there to do?

The job is varied because the team is also responsible for the servicing and maintenance of the forklift trucks, the cleaning and inspection of the scales, as well as the disposal of waste and scrap.

Outlook: addressing growth

The Aschaffenburg site has developed significantly in recent years and has grown quickly. New buildings have been added but there were nevertheless frequent capacity bottlenecks. Optimal logistical tracks could to some extent only be maintained with difficulty – that cost time and resources. For this reason we have developed comprehensive concepts and measures together with an expert in warehouse logistics. Additional warehouse areas, clever shelving systems optimised to the situation on-site, ramps and scales as well as a new team organisation will ensure quicker handling and optimal production logistics in the future. The initial measures have already been implemented successfully.

On YouTube, Frank Rettinger explains how electronic scrap must be prepared for procurement and processing.

A large number of new models for the catalytic converter library - here a selection of metal foil converters.

Freshly delivered truck catalytic converters: before they are recycled, they must be compared to the catalytic converter library and, if necessary, analysed and added to the database.

WITH DIGITALISATION READY FOR THE FUTURE

Mobile, sustainable concepts for a better „user experience“

Particularly due to the Corona pandemic in 2020, we have seen that digital networking and processes are key factors for long-term success. Working from a home office, conversations with customers via web meetings or presentations at virtual trade fairs have become the „new normal“ in everyday business life. Corona – a form of catalyst that dramatically advanced digitalisation in a very short time.

Hensel Recycling, as an innovative company, has also utilised these effects to further develop the design and optimisation of new and established digital systems.

Mobile First – less is sometimes more

A website – the digital business card of every company – is now more or less indispensable in 2021. Web design has developed rapidly since its beginnings. Some structures that in the past were considered innovative and trendsetting now already look dated. Modern web design influences the design of websites in all sectors. This means that it is necessary, also for Hensel Recycling, to stay on the ball and to analyse user structures so that changes meet the needs of users. Especially over the last year there was a rapid increa-

se in the use of the website via mobile devices, e.g. smartphones. Time to explore new avenues to optimise the so-called „user experience“. For this reason, the Hensel Recycling website is going to be completely restructured and revised based on the „Mobile First“ approach. Here the priority is mobile – in the design, its usability and performance – and here less is sometimes more. Before, the focus is on the desktop version with a series of functions, graphics, etc. and the mobile page is generated from there. Mobile First reverses the approach and sets different priorities. This change has an effect on the design as well as on the infrastructure for the website. As a result it is easier and quicker for users to navigate to obtain the required content.
Coming soon:
www.hensel-recycling.com

Online catalogue – I will bookmark that

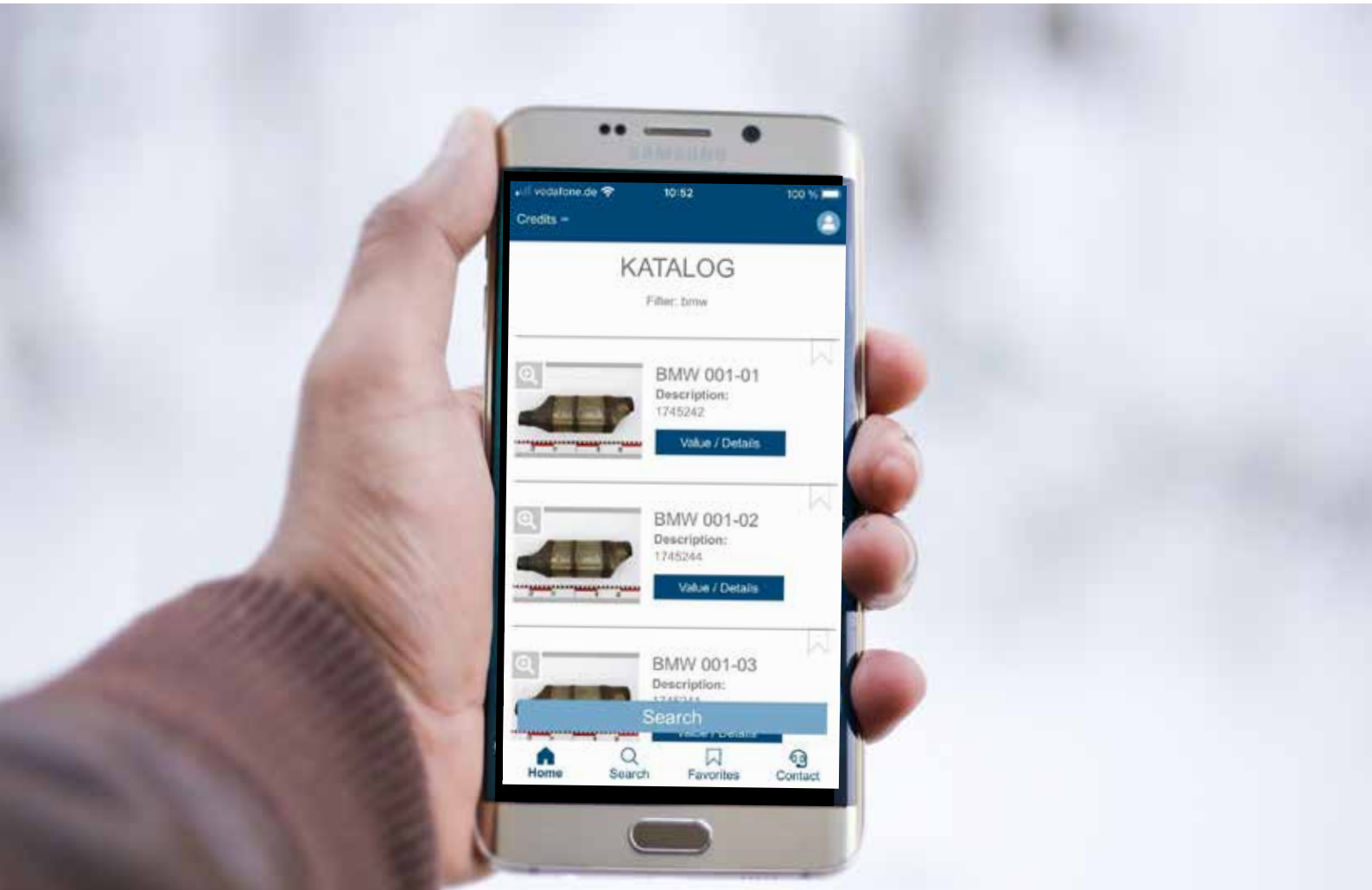
Some years ago Hensel Recycling replaced its tried-and-tested printed catalytic converter catalogue and successfully introduced a web and app version. Customers can quickly and easily find the type of catalytic converter they require using a search function and, along with detailed information about the distinguishing features, size as well as photographs, can also find the corresponding value categorisation. The new version has been further developed and optimised in various areas. Because this application, like the website, is largely used via smartphones, the layout and the structure are also based on „Mobile First“.

Along with navigation, display and performance, the functionality has also been further adapted. With the introduction of a „bookmark feature“, customers can now select catalytic converters, create a personal list and send the complete overview from the app to their contact person at Hensel Recycling to receive a corresponding quotation – easy, quick and with only a few clicks. In this way the customer can continue on the move from anywhere.

Are you using the mobile app? If not then you are welcome to download it from the App Store or Google Play Store.

Available on the App Store

GET IT ON Google play



Sustainable visitor system – green thinking

Corona has shown us all the importance of digital, paper-less processes. However, above all for reasons of sustainability, it is important for a recycling company like Hensel Recycling to act with due consideration for the environment. For this reason the access control for visitors, customers and service providers has been digitalised. The information that in the past was depicted on an information flyer covering the topics of safety, work regulations and the code of conduct, is now covered via the Hensel Recycling visitor app. Documents related to current topics, e.g. pandemic announcements, have also been integrated into the system.

The app is easy and intuitive to use – when a visitor arrives in Aschaffenburg, the visitor's data has already been entered in the system by the contact person at Hensel Recycling. As soon as the visitor arrives, the data is activated on a tablet. The visitor receives all the necessary information via the system, can confirm it with a few clicks and is then registered. Once the visit comes to an end, the visitor is automatically logged out in the central office by a staff member.

In this way, tedious manual data entry, lists and above all paper documents are rendered superfluous. However, also in an emergency – for example if there is a fire – it is possible to generate an overview of the visitors on-site at the click of a button.

Next Level – internal communication 2.0

There are many sources of internal information – e-mails, employee magazines, notices or in person during a staff meeting. However, often all employees are not in the same place at the same time and not everyone always has access to a computer. For this reason Hensel Recycling introduced an employee app in 2020.

The goal was to modernise and optimise internal communication as well as to make it sustainable. The application is intended not only to promote the exchange of information but also to distribute relevant internal content in a targeted manner. In this way employees are to be able to obtain up-to-date information from the app wherever they are – irrespective of the device – using a smartphone, a desktop or a tablet.

However, the app has further advantages: new employees can become familiar with the company and its culture quickly and straightforwardly, and also feel adequately supported from the first day. Employee loyalty is also promoted by this medium. Employees can suggest articles, event dates, etc. Articles and messages can also be commented or „liked“. Using the „pin board“ function, it is also possible to publish so-called „snips“ quickly and easily – from a second-hand bicycle to a traffic jam.

Thus everyone forms part of the Hensel Recycling employee app and can contribute actively to internal communication.

FAIR

f-cell in Stuttgart

fuel cells

On September 29th/30th, our colleagues Anna Marchisio and Henning Huth gathered information about the latest developments in the field of hydrogen at the f-cell.

100 % VIRTUAL

Online instead of on-site - the event and trade fair format of the future?

As in many areas of our day-to-day lives, Corona has also had a significant effect on the event and trade fair sector in 2020. „Social distancing“– a term that has fundamentally influenced us and our behaviour and will also do so in future – is however barely conceivable in the context of a trade fair. After all a trade fair is a place for meeting people, personal social contacts and networks. And is it not this type of experience with all the senses that make a visit to a trade fair special? Particularly if it is about consumer goods that you would like to touch and try out? Even complex services that require explanation can be communicated in a special manner in such a context - quite apart from the image transfer.

As events were postponed or even cancelled one after the other in the spring, it was time for the sector to explore new avenues. Gradually, event organisers created new formats. Starting from hybrid events that were held physically with a reduced number of participants and transmitted digitally in parallel, to completely virtual events and sessions that ranged from the classic web meeting to the creative, realistic trade fair experience, depending on the provider. The range of digital possibilities and imaginative formats was almost unlimited. The 2020 event calendar at Hensel Recycling was also significantly reduced.

However, one event, the E-Waste World Conference & Expo for the electronic scrap recycling sector was held as a purely virtual conference. From 18 to 19 November 2020 a large number of renowned experts from various sectors came together online, e.g. manufacturers and suppliers of entertainment electronics, electronic scrap recycling companies, manufacturers of recycling technologies, experts for material recovery, suppliers of sustainable materials and chemicals, science and industry, political decision makers, research institutes and consultants.

This was a new and above all exciting experience also for the team from Hensel Recycling. Like a physical trade fair, the preparations were in full swing for some time in advance. While flyers and brochures are normally printed, these were now prepared digitally and video clips produced and correspondingly integrated.

The trade fair booth was also designed digitally and configured individually with the aid of a web-based booth generator such that, as a visitor, you almost had the feeling of being physically present. With the aid of a chat function, visitors were able to make contact with the exhibitors and exchange information – almost like at a „real“ trade fair.

In general, the overall digital ambience of the location was true to the original. There was a lobby with a navigation function and signs to the presentations and exhibition rooms. Presentations and talks were held either live or on-demand and exhibitors were able to present their businesses comprehensively on their trade fair stands. For this purpose it was possible to integrate almost any digital media into the virtual trade fair stand. „The concept of the event impressed me from the start, we were therefore all curious as to what we would experience during the two days“, reports Frank Rettinger, Head of E-Scrap. A key advantage of digital formats is definitely the transparent controlling and reporting. All relevant data are acquired automatically, whether contacts, document accesses, etc. In this way all relevant parameters can be checked and evaluated quickly and straightforwardly, without the need to use additional controlling tools. However the factors of sustainability and environment also play a significant role – it is not necessary to transport materials for the trade fair and travel is reduced – that is good for the environment.

CONCLUSION

Digital elements will certainly be used in future in the trade fair and event management sector. Even if our economy has to some extent suffered severe losses due to the Corona pandemic, the power of innovation seen in some sectors must be viewed positively.

We look forward eagerly to what the future will bring and will continue to be open to new channels and formats in the trade fair communication sector.

ISO 45001

Occupational health and safety management shifts into focus

In December 2019 the Hensel Recycling North America site was certified in accordance with ISO 45001. In August 2020 the Aschaffenburg site followed suit.

The goal of ISO 45001 is to reduce and in the best case to avoid the risk of injury and sickness in the workplace by means of the implementation of an occupational health and safety management system. The basic concept behind the implementation of ISO 45001 in the company is to further improve the occupational health and safety at Hensel Recycling, to prevent accidents, to reduce the severity of injuries and to avoid workre-lated sickness. Here the issue is to protect not only our employees, but also service providers and employees from external businesses for whom the company is responsible while they are working.

Building awareness, actively involving employees

We already met a large part of the requirements that ISO 45001 places on a company because the standard of health and safety at Hensel Recycling has always been very high. New for us as a company is the in-tegration of occupational health and safety into our processes. The employees are actively integrated into occupational safety. The standard does not specify the occupational safety in the plant, this is the job of rules enforcing safe practices. ISO 45001 supplements these regulations with the provision of a framework that assists with the systematic implementation of the management of occupational safety. An occupational health and safety management system consists of the interrelated or interdependent elements that are

applied to provide safe, healthy workplaces to prevent injuries and sickness. This aspect includes the analysis and evaluation of risks and opportunities. The actual situation is determined also taking into account statutory obligations and other requirements. Hensel Recycling takes into account the concerns and ideas of its employees and allows them to take part in the processes (of change). For this purpose it is important to build awareness among all employees.

Large number of training courses held

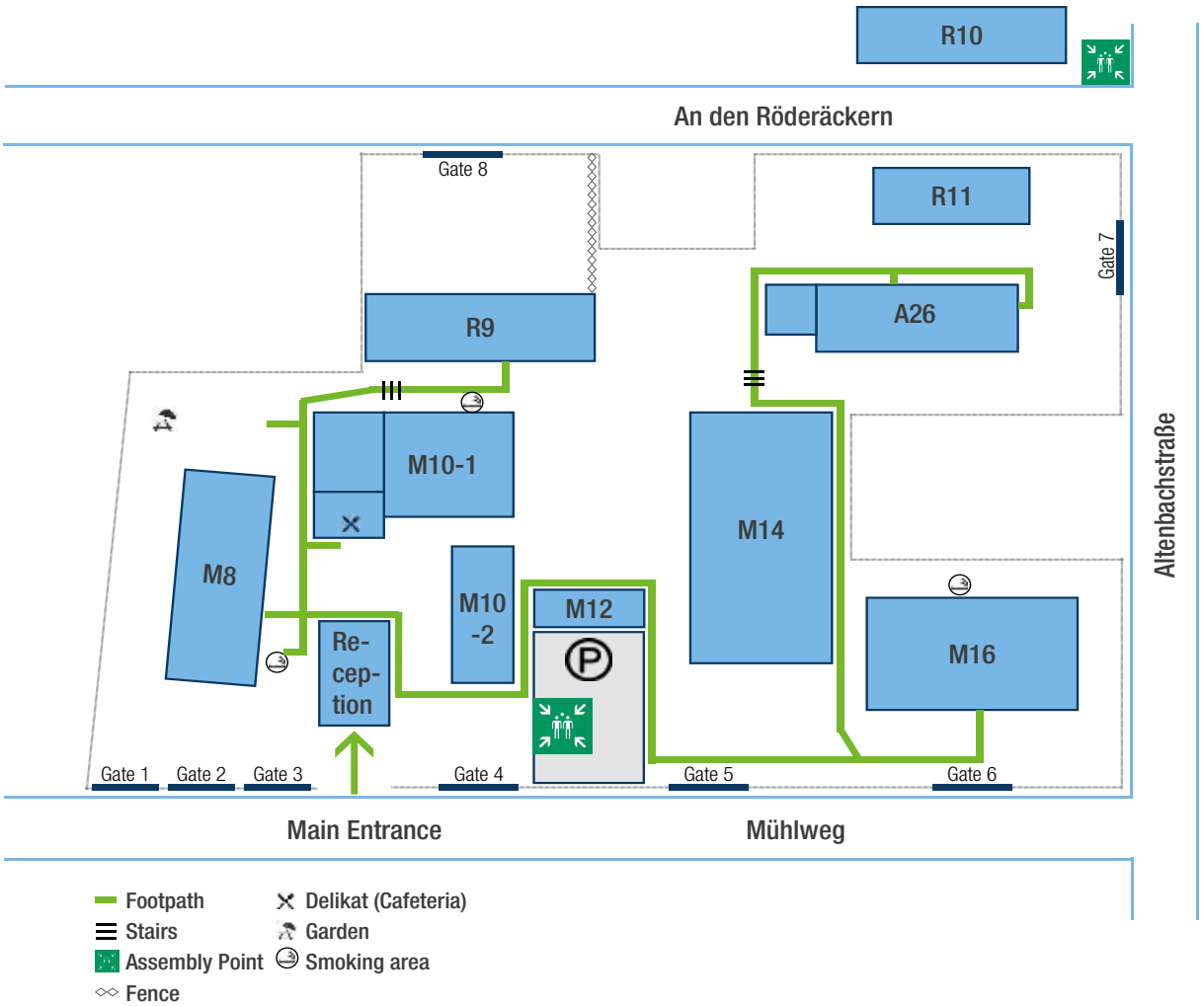
In particular our managers, whose activities affect compliance with the requirements of the occupational health and safety management system, are aware of the significance and importance of their activities and are specifically trained such that they have the necessary skills. Hensel Recycling has also trained and appointed numerous employees on the topic of occupational health and safety. New safety officers were trained in 2020. Fire marshals have been instructed about the theory and practice of new statutory requirements. The annual occupational health and safety instruction has been adapted to the needs of the individual departments and areas within the company, to name just some of the measures as examples. Let us also not forget the „footpath concept“ implemented in the company since the beginning of the year.

Anticipating hazards

The consideration of near-miss incidents in the occupational health and safety team is also new for us. The issue is to detect and rectify possible hazards in the company at an early stage. To this end, it is necessary that everybody is aware as they move around the company and also helps out.

Download certificate

The new footpath concept is contributing to safety on the site.



YEAR AFTER YEAR

Joy to the world: Smiles on children's faces thanks to our Christmas donation to the Society for the Promotion of the Aschaffenburg Children's Hospital

Clemens Hensel (left) with Stefan Kittel, chair of the Society for the Promotion of the Aschaffenburg Children's Hospital, at the donation handover in front of Schloss Johannisburg.

Clemens Hensel and Stefan Kittel met once again in december 2020 for the handover of the Christmas donation to the Society for the Promotion of the Aschaffenburg Children's Hospital e.V. Due to the current situation, this time the meeting took place in the centre of Aschaffenburg in front of Schloss Johannisburg.

"With our annual donation, we demonstrate continuity and reliability – values which we also exhibit at Hensel Recycling," says Clemens Hensel. In 2020 we are also supporting the Children's Hospital with a sum of 2500 euros to put a few more smiles on children's faces.

Once again, the money will go towards the music therapy project. Stefan Kittel also updated us on the new building plans for the Children's Hospital and the many requirements, which will also require plenty of supporters like Hensel Recycling in the coming years, so that the plain rooms of the hospital can be made a little more child-friendly.

YOU MUST FIGHT!

Giving hope to children with cancer and their families

Hensel Recycling supported the foundation „DU MUSST KÄMPFEN!“ (YOU MUST FIGHT!) also in 2020. This organisation makes it possible for many children with cancer to benefit from valuable therapy.

The founder of the foundation was Jonathan Heimes, a promising talent in German tennis. He unfortunately lost his battle against cancer. However, his foundation „DU MUSST KÄMPFEN!“ gives hope to many young people affected: sport promotes the recovery of children with cancer. This benefit has been demonstrated in long-term studies.

Special sport classes and psychosocial support, which are often not covered by health insurance in these difficult times, aid recovery. The joy of life is also conveyed to the young people and their families.

We have already supported various campaigns at „DU MUSST KÄMPFEN“. For example, a ribbon campaign last year. We also offered a sponsored place in the 6th „DU MUSST KÄMPFEN!“ Tennis Trophy in September 2020 as a prize. The prize was awarded by means of a prize draw. Emilie E. from Roedermark was the lucky winner. The following was then to be found on Facebook:

„I am playing for Hensel Recycling in the Tennis Trophy because participating is silver, winning is gold. Recycling is like a return. Tennis - that is our passion! For this reason, I really hope that your „precious metal“ strengthens PETKO and results in honours at the next Olympic Games.“

You will find further information on the initiative at:
https://dumusstkaempfen.de/

The tennis trophy took place on September 12, 2020 with numerous participants and spectators at the TEC Darmstadt.