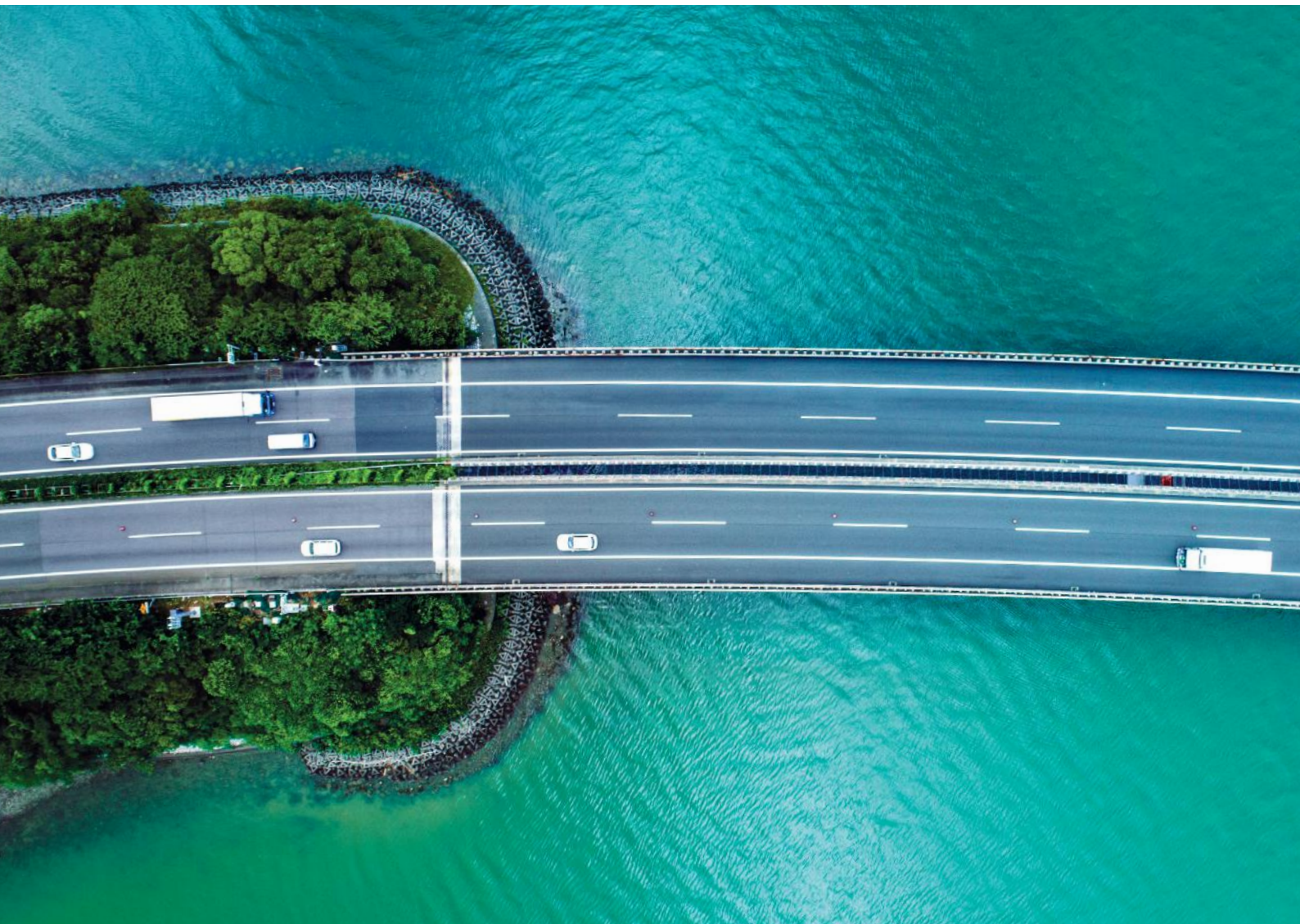


Begin your career

# We shape the world of logistics







Welcome!



A career in excellence and innovation

# Discover Kuehne+Nagel

Logistics is a people business and here at Kuehne+Nagel, we believe that genuine, lasting success is possible only through valuing our employees the way we value our customers. Like all great teams, we make sure that personal achievements are not just recognised, but celebrated and shared by all. So in case you were worried that a major global business like ours, a world leader in the logistics industry, might be impersonal or too predictable, please think again! The reality is quite different.

A company the size of Kuehne+Nagel is a land of endless opportunity. We are renowned for resourceful thinking and for creating the advanced technology that drives our logistics solutions. We constantly seek improved methods of helping our customers, both directly through operational enhancements, and indirectly through greater effectiveness in the systems and professional services that support the business.

Our shared spirit of progress and innovation thrives on a steady stream of new ideas and insights, and this is where you come in. Regardless of your specialism, your experience or your location, we want to inspire you to explore further. This booklet offers only the briefest of glimpses across the world of Kuehne+Nagel, but we hope it will help you to see the opportunities ahead, not just for Kuehne+Nagel and the industry, but for you personally.



To learn more about life at Kuehne+Nagel and where you might fit in, why not check online for our current openings?

I hope that we can soon welcome you as part of our team.

With best regards,  
Lothar A. Harings  
Chief Human Resources Officer



"It's a very international company. Not only do we do business all over the globe; the diversity of people at Kuehne+Nagel is great."

Darryl  
Warehouse Worker

## A culture of mutual respect

# Appreciated

It may sound strange to some when a company with over 78,000 employees claims to be "one big family." But that is what most people will tell you when asked what is special about working at Kuehne+Nagel. Take Swetlana, for example, who is a warehouse worker in Nuremberg, Germany: "This company feels much like a family where you give and receive support because it is the right thing to do. Everyone is accepted as an individual and people are very open minded."

"The people at Kuehne+Nagel are down to earth and great at teamwork; everybody is committed to the organisation's goals,"

says Business Analyst Francis. What she is describing is at the core of how we act at Kuehne+Nagel: "Collaborating to achieve excellence – and being recognised for great work, as an individual and as a team." This matters because teams at Kuehne+Nagel can be both local or extensively international. Our collaboration across cultures not only opens minds and hearts, it also opens new business opportunities and drives our success.

## The value of ideas

**“Although it is a big international organisation, Kuehne+Nagel values everyone equally and supports you, regardless of your job position. It truly respects its employees,” says Anand, Software Developer in Hamburg, Germany. Respect is displayed in many ways in our company and a big part of it is valuing employee participation to drive our business forward. “I see how my ideas make a difference and are taken seriously. Not many other places value their employees’ contributions like Kuehne+Nagel does,” says Richard, who is a Technical Manager in our Contract Logistics Division.**

## Kuehne+Nagels success in Numbers

# Quantifiable



**+1,395**

locations worldwide



**5**

Regions across the world



**+78,000**

employees in 2019



**11,3**

million m<sup>2</sup> of warehouse  
space worldwide



**400,000**

customers trust us to manage  
their logistics



**+130**

years of corporate history



**+18**

million road orders  
in 2019



**+11,100**

Export TEUs are moved  
each day



**25,295**

million CHF  
Revenue in 2019



**No.2**

in global airfreight



**+109**

countries have  
Kuehne+Nagel offices



**No.1**

in global seafreight



Logistics in great quantities

# Spacious

Meeting for a Belgian beer in Cape Town, toasting with real French champagne in Sydney or enjoying a glass of Napa Valley red in Stockholm – we consider these possibilities normal. But how do the drinks get to where they are consumed? And how do they arrive there in perfect condition? The experts of the Kuehne+Nagel Drinks Logistics division play a major part in making this a reality.

Transporting drinks safely and in compliance with hygiene regulations is a given. But at Kuehne+Nagel, we don't just want to deliver. We want to deliver fast and exceed our customers' expectations. That means choosing the most economical route, using containers that are best suited to the cargo and continuously finding new ways to improve our services.

## Meeting customers' demands

"I always knew that Kuehne+Nagel transported drinks but it wasn't until I started working in the Drinks Logistics Division that I realised what that means. We don't just haul a crate of Chardonnay or a keg of lager from A to B. We move these goods in quantities as large as thousands of litres." Mariane has been with the Drinks Logistics Division since 2007 and is proud of what her

team accomplishes every day. "Whenever my customers approach me with requests they think might be unrealistic, my team and I find a way to show them that we can make almost everything possible. That makes us, and most importantly our customers, very happy."

## Finding new ways of doing things

Drinks are usually transported in dry or reefer containers. At Kuehne+Nagel, we also offer solutions such as flexi-bags to our winery customers, making it easier and more ecological to safely deliver wine to its destination. "Developing solutions like this makes it so interesting to work here," Mariane says. "And knowing that my boss appreciates it when I approach her with new ways of doing something motivates me to work on more innovations. It has helped me grow – both professionally and personally."

So next time you sip New Zealand's finest Sauvignon Blanc in Moscow or worldclass Aquavit in Toronto, you know how it got there: most likely by the efforts of the Kuehne+Nagel Drinks Logistics Division. In fact, you can be sure that the people who work at Kuehne+Nagel are as determined to keep the drinks coming as you are.





Creating out-of-the-ordinary solutions

# Customised

Think how long it takes to furnish a new apartment. Now, can you imagine how long it takes to furnish an entire luxury hotel? Actually, not that long. At least not when Kuehne+Nagel is in charge.

“What we do here is truly unique,” says Roberto from the Kuehne+Nagel Hotel Logistics team. “We have created a solution for our customers that fully equips hotel rooms, especially in the luxury segment. The interesting part is that each room’s furnishings are delivered to the new hotel in their own box.”

This innovative system was made possible because the people who work at Kuehne+Nagel are not afraid to take on challenges and design ground-breaking solutions. “We knew the hospitality industry needed a service like that. But nobody had ever thought it through and turned it into a product. Until we did.”

So now, when a new hotel needs to be furnished, the KN RoomReady team manages the entire process. Items for each room are stored in our warehouses until it is ready to be set up, then our crew packs the individual boxes and send them off to the hotel.

“Once the box arrives at its destination, another crew unpacks and installs it in the room – from beds to curtains, and television sets to hair dryers,” Roberto says. “It takes a lot of pressure off the hotel’s staff.”

These processes were developed carefully – but as often in complex endeavours, they were not perfect from the beginning. “I think that was actually a very rewarding part of setting up RoomReady: being able to contribute to the improvement of our services and knowing management were listening to, and implementing, my suggestions.”







Only on a deadline

# Fast

Fruit, vegetables and flowers are usually the goods that require the most teamwork and spontaneous creativity at Kuehne+Nagel. While it is always necessary that we move goods in a given timeframe, these products are the most fragile ones because if our logistics chain cannot keep its promise, they will perish before they reach their destination.

## **Collaboration across continents**

Our experienced teams are experts in international collaboration. That is our advantage and it is how they managed the 'Christmas crisis of 2010', when snow storms threatened to leave a large tonnage of fresh produce, bound for New York, to perish at Schiphol Airport in Amsterdam. As warehouse space quickly filled up at the airport, it became increasingly unlikely that the produce would reach the United States before Christmas Day.

By communicating across countries and continents, the Kuehne+Nagel Air Logis-

tics team located space on a flight from the Middle East to the United States that went via Amsterdam. "I had collaborated with the colleagues in the Middle East before so I knew who I might be able to call up for help," says team member Jinda. "It is a great advantage that we have well-connected offices all over the world."

## **Acting fast and successfully**

The groceries made it to New York in time for the great Christmas feasts – and our teams were happy that they made a difference. Jinda remembers: "When I went home on 22 December, I was both very tired and very satisfied. It was a good feeling to be part of a team that made the impossible possible in such a short time frame. I was proud of us."

Airfreight is a well and tightly scheduled business. Whatever the challenge, we can depend on the creative minds of our people to find the solutions needed to make the necessary amendments to schedules – fast.



Tailor-made solutions for a perfect cold chain

# Life-saving

The KN PharmaChain is a great example of how people at Kuehne+Nagel work together to create smooth processes that lead to excellent quality, while complying with international health standards. Because there is no other sector where a perfect cold chain is as crucial as in pharmaceuticals.

At any time during an airplane or truck load's journey, those in charge at Kuehne+Nagel know where it is, if it is on schedule and if the temperature of the cargo is within the desired range. And all that information is available thanks to experts at Kuehne+Nagel who have developed sensor solutions that are integral components of our truck fleet.



## Keeping medicine safe

"It may sound strange, but knowing that product protection is in place actually helps me sleep better at night," says Osama, European Road Logistics Manager. "I wouldn't want to imagine what happens if medicine doesn't arrive in the desired condition. It could interrupt procedures, surgeries or treatment plans of entire hospitals and their patients."

It is this mindset that is characteristic for us at Kuehne+Nagel. Osama describes it as "a very dynamic environment. We want to cater to each customer's individual needs. Innovations such as monitoring temperature ensure that we are able to do that."

"Kuehne+Nagel is a company with a very long history. We want to make sure that it stays competitive in the market – so it is everyone's responsibility to come up with technologies and ideas that will make our future a prosperous one," says Osama.

As for KN PharmaChain, it is one successful product in a line of many that play important roles in serving our customers. And it has the potential to be the basis for future ideas that will build on its proven processes and success.

„In order to meet our customers' demands, I have to thoroughly understand them. So I always try to think one step ahead and have solutions ready.“

Osama  
European Road Logistics Manager













Making great work possible

# Centered

Behind our great service lies a philosophy of excellence. This ethos guides our company and ensures outstanding work from all the people who enable our organisation to run smoothly. These are the people in our offices around the globe.

## **Cultural exchange drives progress**

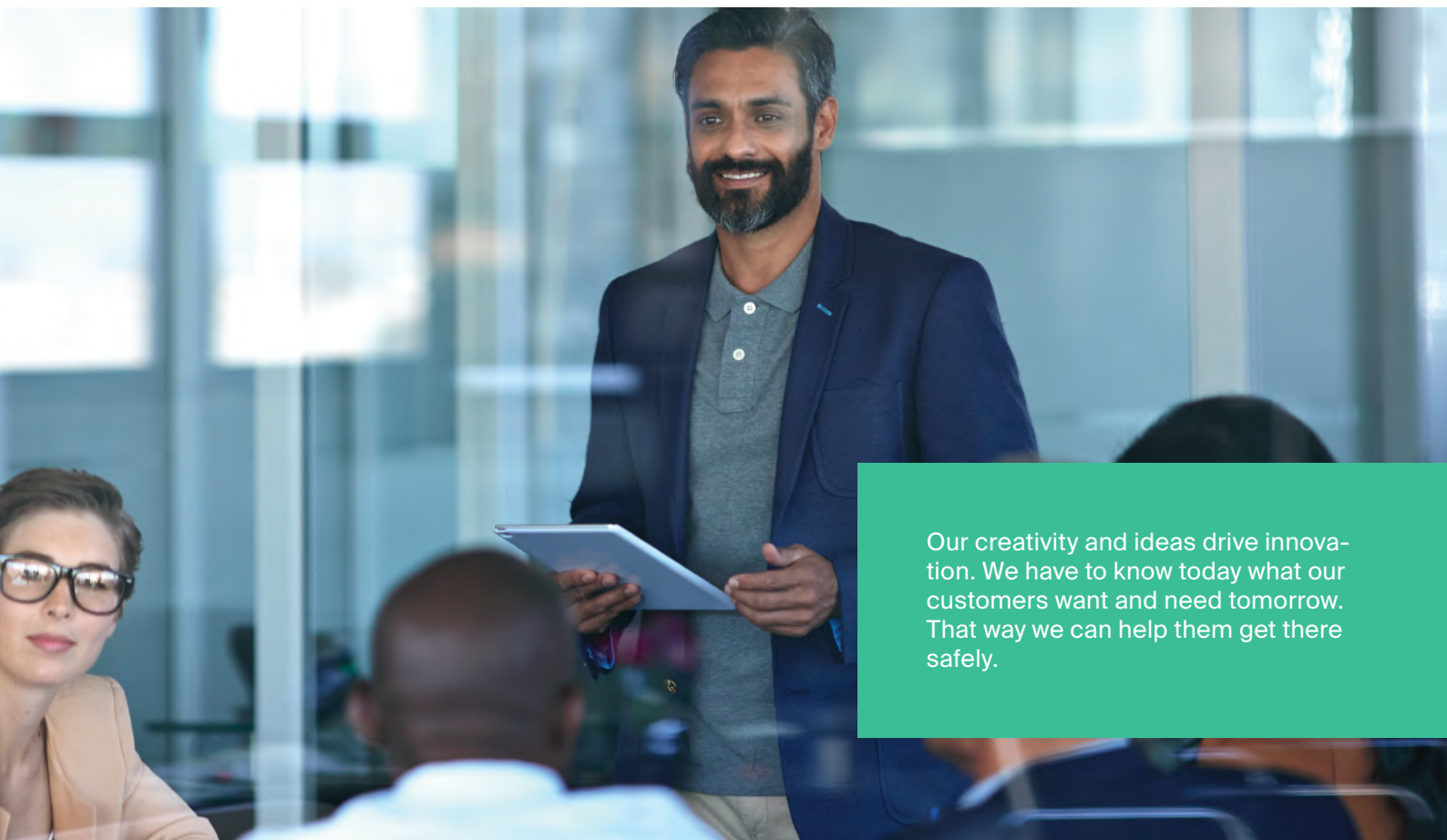
Pavel, a Project Manager for key IT projects in Germany's Hamburg headquarters, is one of many international colleagues in his office. Because at Kuehne+Nagel, we not only move goods around the world, our people keep moving as well. Our administrative offices are full of people with diverse cultural and personal backgrounds.

"It is important to us that our employees can move to other locations when they want to," says Katharina of the HR Service Centre in

Germany. "That is how we help them develop, personally and professionally. But it also helps Kuehne+Nagel to move forward. We benefit tremendously from cultural exchange. Our customers are international, so it makes sense that we are too." Pavel adds, "I think it's a great challenge and it allows us to develop skills in new fields all the time. It is the perfect environment in which to grow."

## **The Team behind the people**

People like Pavel and Katharina, not to mention their colleagues in Sales, Marketing or Finance, provide infrastructure and support to our business. They make sure that their colleagues in Operations can focus on their main tasks – providing great service to our customers. And moving the world easily, every day.



Our creativity and ideas drive innovation. We have to know today what our customers want and need tomorrow. That way we can help them get there safely.

## Providing space

# Well-kept

Imagine a company needs to order and store millions of manufacturing parts – where do they keep all these components? And how will they store them efficiently and safely? Kuehne+Nagel provides exactly that kind of warehouse space for our customers. Now imagine having hundreds or thousands of customers with similar needs.

Who makes sure that these products are properly looked after, forwarded to the right place, in the right quantities and at the right time? That would be our warehouse workers.

### **Appreciated and valued**

“I love my job here at the Kuehne+Nagel warehouse,” says Swetlana, a single parent, and the only woman working at the high bay warehouse in Nuremberg, Germany. She adds, “I’ve been accepted from my very first day. That really says something about our great work atmosphere.”

Around the world, over 30,000 Kuehne+Nagel warehouse workers are responsible for commissioning parts or components that manufacturers order to be delivered to their sites. Like many of her colleagues, Swetlana excels in meeting our customers’ demands. “I know that my work makes a difference. We help people get the goods that they need exactly when they need them. Our ability to do that makes me proud.”

### **With learning comes growth**

“We are possibly the division at Kuehne+Nagel that has the most fun. The atmosphere in the warehouses is always relaxed and we joke a lot,” says Darryl, who also works in Nuremberg. “That doesn’t mean that we are careless. You have to be

fast, precise and reliable. In return, Kuehne+Nagel really supports us in our development.”

Darryl had never worked in a high bay warehouse before he joined Kuehne+Nagel. But the company values people who are keen to grow and help shape our business, so he received a lot of support from his team.

“Everyone is willing to constantly learn and share knowledge,” says Swetlana. That is how we build strong reliable relationships with our clients and deliver on our promises. As a result, they can build and manufacture the products they need to succeed.



„Everyone here constantly looks for ways to improve how we work. For me that is essential when you are striving to be innovative.”

Xiaoli  
Trainee Contract Logistics





## About us

With over 78,000 employees at some 1,300 locations in over 100 countries, the Kuehne+Nagel Group is one of the world's leading logistics companies.

Become one of us and apply now

→ [jobs.kuehne-nagel.com](https://jobs.kuehne-nagel.com)

Kuehne+Nagel Management AG  
Dorfstrasse 50  
8834 Schindellegi  
Switzerland  
+41 (0)44 786 95 11