



# up<sup>2</sup>date



# Open it and dive in – the new up<sup>2</sup>date

As soon as you start leafing through it, you will discover that the here and now is suddenly more colourful, more diverse and more exciting than before.

The new up2date – the customer magazine of the REMONDIS Maintenance & Services Group (RMS) – stands for **freshness** and **diversity**. With creative sections, contemporary formats and language that inspires and moves, we are redesigning our magazine – modern, approachable and full of ideas.

Our content is as diverse as your needs: compact when you need it quickly. Inspiring when you feel like exploring new perspectives. Personal in its portraits, informative in its background stories. For those who want to get to the point quickly, as well as for those who like to delve into topics.

Why all this? Because the **future** needs change – and change often begins with a fresh impulse. We want to inspire and surprise. And show how we are constantly evolving ourselves and our industry.

Join us in breaking new ground, discover ideas that surprise you, and find views that change your perspective.

Your **feedback** is what drives us – simply scan the QR code on this page. Thank you very much!

Sincerely

PEOR M. Nube

Stefanie Broeder Mailin Kube Corporate Communications RMS





Working deep below the ground

Team BUCHEN Sweden works in the Garpenberg mine in northern Sweden under extreme conditions



time<sup>2</sup>talk Interview with Timo Blanz: "I was one of the first trainees."



high tech: HYDROMATE® cleans heat exchangers fully automatically, precisely and efficiently



New base: Another milestone in the Middle Fast

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#### FLA

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# Cleaning tanks under extreme conditions

It's never routine, there's no leeway, zero errors are allowed – what industrial cleaning work is really like.

BUCHEN UmweltService - Region North showed how it should be done at the start of 2025 – with an ND-521-A tank containing a highly reactive product at the Stade Chemical Park. It emptied the tank in a nitrogen atmosphere to rule out any risks of it igniting. At the same time, a gas scrubber cleaned the exhaust gases to prevent emissions escaping into the environment. The whole project required stringent safety standards, constant monitoring and the use of no man entry technology. A digital Visic manhole monitoring system was also used for the first time – as an additional, innovative safety measure.

The safety and implementation concept also included a so-called 'black & white' personnel airlock, temporary safety infrastructure with air supply and strict environmental monitoring measures as well as the documentation. And the ca. 700m³ of cleaning liquid? This was temporarily stored and then sent on for professional treatment.

Safe. Meticulous. BUCHEN.



Maximum safety, clean processes, strong teams – Timo Gerken was closely involved in this tank project to ensure this was the case. His next goals: to develop new fields of business and further grow his staff's skills and work safety.

Managing Director of REYM GmbH, Timo Gerken has also taken on the role of Regional Manager of BUCHEN UmweltService – Region North – since 1 January 2025, bringing over 15 years of industry experience.



### Trust can be measured:

# repeat audit confirms high standards

It was that time again, between November 2024 and the end of February 2025: Will the RMS Group continue to meet the requirements for DIN EN ISO 9001, 14001, 45001 and 50001, the EfbV [German Ordinance on Specialised Waste Management Companies] and the SCC guidelines? The quick answer: yes!

One of the main focuses of this year's audits was on employee awareness of quality and safety-related inspections. Whether it involves checking measuring devices, work equipment or facilities: it is the way our staff act each and every day

that shows just how deeply rooted our commitment to quality and safety is in our everyday work.

"The fact that we received the certification again without any deviations is a strong signal, both for those inside and outside the company. It demonstrates that our teams not only back our company principles – i.e. customer and employee focus, sustainable resource consumption, responsible business practices and social responsibility – but that they also actively implement and shape them," commented Jürgen Lennertz, Managing Director of REMONDIS Maintenance & Services.



#### 21 organisational units and 180 people from the RMS Group were interviewed – practically al of them in person. The results: no major deviations – and ways

2024/2025 audit cycle

f them in person. The results:
o major deviations – and ways
o tap into further potential to
ontinuously improve processes.



So what exactly does BUCHEN do here, almost 1½ kilometres below the ground? Even if the answer is not short, it is certainly clear: cleaning, servicing, solving problems – often hidden from view but always with a huge impact. "We carry out all the decontamination work, perform vacuuming tasks using dry and wet systems, deploy high-pressure technology and clean areas using ice blasting – whenever they're needed," explained BUCHEN Sweden AB's Hedemora district manager. "We are called in regularly, especially to handle the sludge or use our dry vacuum systems. The mine operators ring us up – and we solve their problems."

Be it CIP systems, mobile water treatment, tank and vessel cleaning work or sand blasting: all the services have been adapted to meet the exact requirements of this challenging environment – with all of them focused on delivering reliable, safe and sustainable services.

Our services fit into our customer's sustainability strategy perfectly. From deploying mobile water treatment systems all the way through to reducing the volume of materials used."

# Extreme conditions: an everyday situation below ground

Working in mines has its own set of rules: constant temperatures, narrow passageways, stringent safety regulations. People working below ground have to complete a special training course first. The shifts are clearly structured – from 6am to 3.30pm or from 6pm to 3.30am. With the mine carrying out its charging and blasting work twice a day, it is strictly forbidden to enter the mine.

# Speed in emergencies – systematic work for everyday tasks

Every minute counts – especially in an emergency: and so BUCHEN has set up an on-call service. It can be on site at the mine within one hour if there is an emergency. Many malfunctions have been quickly fixed and outages prevented thanks to this service. BUCHEN, however, not only helps to keep the mine safe in emergencies: it also systematically documents incidents, risk monitoring work and risk analyses. Both the GRIA and BIA systems used here provide an important basis for delivering preventative measures and trouble-free operations.

# No two days are the same: the staff enjoy the variety

People working in this environment need more than just the required technical expertise – they must also be able to keep their nerve and have a team spirit. "Our team consists, first and foremost, of common-sense people with great safety awareness. Every new colleague is carefully trained to do their new job," the Hedemora district manager explained. The employees appreciate their work despite the challenges: "The tasks are exciting and varied – no two days are the same."

#### Cleaning work: safe & responsible

Sustainability also plays a key role alongside operational safety. BUCHEN works in a resource-friendly way, helps to grow efficiency by making suggestions for improvement and offers technical solutions to minimise the environmental footprint.

#### In step with the future – below ground as well

The Garpenberg mine is highly automated, many processes are digitised. For BUCHEN, this means being flexible and adaptable – even if the majority of their own systems work independently. So what does this mean for the future? A positive outlook. The increasing requirements also mean even greater safety, efficiency and environmental awareness. "We've seen the direction the sector is moving in – towards clean technology, better safety measures and responsible processes," Jaakko Holstikko said. This includes, for example, BUCHEN Sweden AB using Euro-6-compliant vehicles to cut emissions. Or modern personal protective equipment for its staff. So that at the end of the shift, late at night, the team can say: all's well in Hedemora.



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# Modern wastewater treatment in the Port of Rotterdam

Window frames, electricity cables, LPs – polyvinyl chloride (PVC) can be found in more products than many might realise. Shin-Etsu, one of the world's largest PVC manufacturers, produces this versatile plastic in the Port of Rotterdam.

Businesses that create high tech, however, also generate contaminated wastewater. And this is precisely the reason why REMONDIS Aqua B.V. has been playing a role here since 2009 – with one of the most modern industrial wastewater treatment facilities in Europe.

# \_ Arrival in the facility – how it all begins

Removing coarse materials, neutralising pH values, chemically binding dissolved pollutants – this is how the water is prepared for the biological processes.

#### Biology at its best – under extreme conditions as well

It is now the microorganisms' turn: they break down the organic substances in aerated basins – an efficient and eco-friendly system. This is most definitely not a standard system, however: some of the wastewater also contains copper-rich components and high

concentrations of salt – a true challenge for conventional biological processes. REMONDIS carried out some targeted retrofitting work to master this particular challenge. These measures included specialty microbiology, a finetuned supply of oxygen and intelligent control technology. Digital, real-time monitoring measures ensure that the work performed by the microorganisms remains stable even under complex conditions. The result: a high-performance biological treatment process that meets even the most stringent environmental regulations.

Our facility is one of the few in Europe able to deliver **stable and efficient** biological treatment of water with high levels of salt."

#### \_ The finishing touches

Fine sand filters and – when required – activated carbon extract any remaining residue from the water. This ensures that even micro-pollutants are removed.

## Making the most of wastewater: a smart central control system

Digital technology, sensors and remote monitoring systems ensure maximum efficiency levels are achieved – 24/7. As a result, the water remains clean and the operations are fit for the future. The circular economy in practice? Exactly.

At the end of the day, the wastewater generated by major chemical parks, like the one in the Port of Rotterdam, is both highly contaminated and complex. The volumes of water that need treating are always high and the environmental regulations strict – both of which mean that highly specialised technological solutions are a must.





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Since 2009, REMONDIS Aqua B.V. has been responsible for wastewater treatment at the production site in Rotterdam

# Paddles, pulse and power – when team spirit picks up speed...

Two sporting highlights, two strong performances: at the Dragon Boat Festival and the company run at Lake Fühlinger in Cologne, employees from BUCHEN, XERVON and RMS showed how much energy and team spirit there is in the companies outside of everyday working life.

Full concentration before the start, tense faces, then the command – and go! At the Dragon Boat Festival on Lake Fühlinger on 14 June 2025, four boats with employees from RMS, BUCHEN and XERVON were at the start: the teams Industriepiraten, RMS-Titanic, Die Wilden aus dem Süden and the Sea Lions. What counted was working together: paddling in unison, staying in line, pulling together – on the water and at the finish line. For many, it was not their first race, but each time was a new experience. The sporting ambition was there, but the focus was on fun, a sense of rhythm and the shared experience beyond the office and construction site.

#### Company run with over 100 participants

Just a few weeks earlier, on 8 May 2025, it was full steam ahead – this time on solid ground. More than 100 employees took part in the big company run at Lake Fühlinger – from RMS, BUCHEN, XERVON and our sister companies EKO-PUNKT, RETERRA and the REMONDIS Group Region Rhineland. Everyone ran at their own pace, but with one goal in mind: to make a difference together. The day ended with group photos, beaming faces and the good feeling of having been there.



#### More than just exercise

These two events show that team spirit does not end when the working day is over. People who paddle or run together grow closer – even across locations, departments and companies.

#### **Next sporting event – not far away:**

on 17 August 2025, the ADAC Cyclassics cycle race will take place in Hamburg – with the now famous pasta party the evening before at the XERVON location. Our staff will then get up to speed over 60 or 100 kilometers.

#### Sports results

8 May 2025

#### **Cologne Company Run:**

over 100 employees from RMS, BUCHEN and XERVON, among others

14 June 2025

**Dragon Boat Festival** 

4 team boats from RMS, BUCHEN and XERVON





# What qualifications did you have before you joined our trainee programme?

A university degree: I studied controlling & management as well as general management (i.e. economics) at Cologne University of Applied Sciences between 2010 and 2013. Before that, I did an apprenticeship to become a banker – that was effectively the beginning of my career. While I was at uni, I worked as a student employee in a number of controlling departments and so had gathered practical experience early on. I also spent some time in Brazil, which had a big impact on me.

# Why did you decide to join the trainee programme back then?

I wanted to grow my knowledge base and get to know a variety of company divisions. The opportunity it gave me to experience the business operations up close on site was particularly appealing – i.e. I would be really close to the processes and not just see them from an administrative angle. The programme was ideal as it has been structured to combine both theoretical and practical know-how.

#### What had you hoped to get out of it?

A deep understanding of operational and strategic processes, a robust network and personal development. My long-term goal was to hold a position of responsibility within the company.

# Have your expectations been met? What experiences did you make?

They have been more than exceeded! The time I spent working with experienced colleagues – for example, during a shutdown in Gelsenkirchen – and the discussions I had with the managers were particularly impactful. This intensive period of learning had a big effect on the path I took afterwards.

## Has the trainee programme helped your career?

Definitely. The company-wide network, which I was able to build up back then, is still helping me today – especially when I have to deal with complex challenges.

# Can you think of any other key factors or benefits that you would like to mention?

The direct access that I had to the managers and the active mentoring I received were certainly just as important as the

practical training. And I believe that the company culture in general – where emphasis is put on support and openness – helps people to be a success.

# What are the strong points of our trainee programme? What makes REMONDIS Maintenance & Services stand out here?

Our trainees get to see the different business divisions, carry out operational tasks, take on responsibility and learn how the various strategies are linked to each other. It is, therefore, the versatility of this programme that really makes it stand out and this, in turn, has a positive impact on both the trainees' professional and personal development.

#### So where is your career at today?

Well, I've been the CFO of the Middle East region since 2019. I worked as a controlling manager in the UAE before that.

#### Have you got your own trainees?

Yes, I've had several. I believe it is an important task to pass on my knowledge and support young talent.

#### Many thanks, Mr Blanz.

You're very welcome.

10-year anniversary:
a trainee programme,
with plenty of practical
experience, that
drives careers

We are **proud** of our trainee programme – also when we compare it to others on the market. We have continuously further developed both the content and the organisation of the programme over the **last ten years.**"

Hans-Werner Hempeler, Head of Personnel and Management Development

Fancy getting off to a flying start as soon as you graduate? This – and more – is possible at REMONDIS Maintenance & Services. For ten years now, its trainee programme has been a launch pad for smart, 'can-do' people. Be it on the path to become a manager, site manager or to work in controlling: after a max. 15 months, theory has become practical experience and a budding talent a professional with a strong profile. The journey begins in our head office and continues across the whole of the company – and abroad if you wish. With honest feedback, a genuine team spirit and the best career prospects. No empty promises – we deliver what we say. Awarded the 'Fair Trainee Programme' seal in 2021, it has proven its worth and is in high demand – trainees that join us are heading on a fast-moving career.



# New heavyweight for Vohburg

In use at BAYERNOIL: Since December, a new heavyweight has been rolling between pipelines and heat exchangers – the Liebherr LTC 1050-3.1 telescopic compact crane. Compact, powerful, precise. Its speciality: working in confined spaces where every millimetre counts. Particularly clever: the driver's cab can be extended to a height of almost nine metres – for the best view of the load and the surrounding area. The XERVON Instandhaltung team on site has been specially trained for this. Whether agitators, tank farms or air cooler structures – the new crane not only brings loads safely to their destination, but also takes the site a step into the future. Technology that makes a difference because it keeps track of everything: whenever it comes to dismantling and assembly work. And precision.



# Growth ahead – with Markus Eßing in the north



The site management team: Danilo Kempcke, Andrea Gieschen and Markus Eßing (from left)

From family business to leadership role: Since 1 November 2024, Markus Eßing has been the new regional manager of XERVON GmbH – Region North, bringing a breath of fresh air to the scaffolding business. With a wealth of experience, a clear structure and a strong team, he is focusing on growth, training and digital processes at the Rellingen, Stade and Isernhagen sites.

New managers have been recruited, the first applications from trainees have been received and there is a noticeable spirit of optimism: "Our goal is to raise the profile of XERVON in the north as a modern and attractive service provider. With perseverance, energy and teamwork," says Eßing.

# More space. More possibilities. More XERVON EMR.

Visit our sister company XERVON Maintenance at the maintenance Munich trade fair in October, stand 527

A central location, improved working conditions, its own workshop building: XERVON EMR is relocating. From Böhlen to the Zwenkau industrial park 'Zum Wasserwerk'. The planned move in 2026 marks the beginning of a new future: with more space and growth potential for the company and its enormous development opportunities. The proximity to industry, to the Böhlen-Lippendorf location and to various major local customers, as well as the connection to the economically strong Leipzig region, will remain unchanged. In this way, XERVON EMR is sending a clear signal – of its commitment to the region and to continuous further development.



# Stronger together in Sweden: BUCHEN and DELETE become one



In Finland, the company DELETE will continue to operate under its previous name

Two strong brands, one shared path: Since 1 March 2025, BUCHEN and DELETE have been operating in Sweden under the BUCHEN brand. What began in autumn 2024 as a close cooperation became a legally completed merger on 13 May 2025. Two companies became one – with joint management, new locations, fresh teams and

increased capacity. The reasons are clear: a better market position, stronger supplier relationships, efficient processes and synergies that focus on sustainable growth. The goal: a working environment where every individual counts – and a future that we shape together. Step by step. Side by side.

# HEINZ PULS under new management

On 31 March 2025, Michael Klan moved from the management board of HEINZ PULS to RMS – as the future head of the Key Account Management department. His successor at the subsidiary of BUCHEN UmweltService has also already been appointed: since 1 April 2025, long-standing division manager Martin Stellmacher has been

responsible for management together with Daniel Schmetgens. Continuity and experience in all aspects of HEINZ PULS's services are thus guaranteed: from professional cleaning and inspection to decommissioning and disposal of tanks, containers, coolers, boilers and heat exchangers.

# 34 donations. 105 lives. A powerful act of humanity.

Blood donations save lives, literally: Every single donation can help up to three people, for example after accidents, operations or in cases of serious illness. Especially when supplies are low, every donation counts twice. REMONDIS Maintenance & Services therefore called for blood donations on 24 June 2025 – right on site at the RMS headquarters in Cologne, organised with the German Red Cross. 44 committed employees turned up at the blood donation mobile, not afraid to take the small prick for the greater good. 34 of them were able to donate for the great cause, including 19 first-time donors – and the good feeling of saving lives.



# High pressure meets high tech

Fully automated rather than manual, constant, recorded cleaning quality and greater staff safety: the HYDROMATE® has taken the way inside of heat exchangers is cleaned to a new level – a technology that is unique and a world first.



Heat exchangers are essential for industrial heating and cooling systems. Cleaning the inside of these machines, however, is a complex task. The HYDROMATE® has revolutionised this process: it cleans them in a methodical and precise way without the need for manual intervention – a fully automated and effective system. The result: the heat exchangers continue to perform efficiently and the work and potential risks for the operatives are minimised.

#### HYDROMATE®: Faster. Smarter. More efficient.

BUCHEN UmweltService specifically developed this mobile system for industrial cleaning tasks – with particular emphasis put on practicability and efficiency. Just like the conventional systems on the market, the HYDROMATE® uses high pressure water jetting technology to clean the heat exchangers. It is, however, smarter. The system automatically calculates the



Everything under control: the cleaning process is controlled by a joystick

jet trajectories, be they horizontal or vertical. This delivers a highly reliable process, a reproducible performance and a quality of cleaning that is both constant and excellent.

#### Simple and safe to set up and use

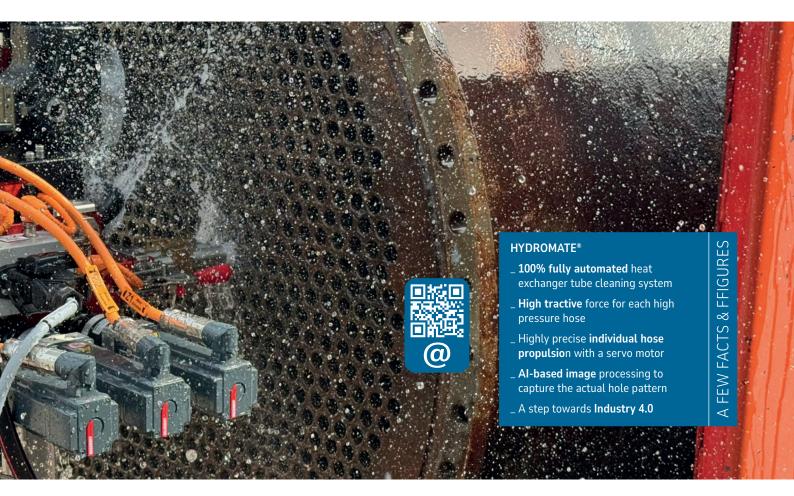
Instead of deploying hand-held, high pressure water jet hoses, the operatives carry out the work from a safe distance using a remote, radio-controlled system. The system is set up and the automated work monitored via a joystick.

#### The details - how it works:

- 1. The heat exchanger's key data is put into the system.
- 2. The system calculates the hole pattern of the tube sheet. Alternatively: a photo or drawing of the actual hole pattern is processed by an Al-based image processing program.
- 3. The jet trajectories are generated.
- 4. A remote-controlled 'teaching procedure' is carried out to determine the software end positions.
- 5. The fully automated cleaning process begins options: tube cleaning, rinsing program or cleaning the surface of the tube sheet.
- 6. The system draws up a cleaning report at the end. Everything is automatic.

#### Servo motors for maximum control

The key components of the HYDROMATE® are the individually controllable high pressure hose lines with servo motors. These enable the individual hoses to be moved through each tube in a highly precise way – increasing cleaning efficiency levels and delivering a highly reliable process.



# An innovator: pioneering developments to grow market success

BUCHEN UmweltService's HYDROMATE® is neither its first groundbreaking development in the industrial cleaning sector nor its last. Why? Because the company systematically pursues all technological opportunities to automate systems and make big strides towards Industry 4.0. With around 20 patents and registered designs, the company is continuously setting new standards. In the spotlight: automated high pressure cleaning processes with remote-controlled machinery.

#### The future needs innovations

Working on around 30 new developments or further developments every year, it is the company's own technology department that drives these developments. By doing so, BUCHEN UmweltService is systematically moving the industrial cleaning sector towards the future.

As far as we are concerned, development is not simply a technological challenge. It's also about **realising a vision**. It is great to create a product that really simplifies everyday industrial tasks and pushes **efficiency** to a completely new level."



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#### A quick aside: robotics – the future is ever present...

It moves up vertically and reaches great heights: KEWAZO's cordless LIFTBOT can transport material up to 45 metres above the ground – safely, quietly, efficiently. Without cables, with a battery. An alternative to cranes. Ideal for tight spaces and potentially explosive areas, ready for use in just a few hours, without disrupting ongoing operations. Customers like XERVON are already widely using this system and its sub-systems – like the transport cage for insulation material or, perhaps soon, the track system enabling it to be permanently installed at facilities. It has been used on 175 days over the last 2½ years. And can the LIFTBOT move horizontally? This is still just a vision – but it is currently being developed with key accounts like XERVON. The future really is ever present.



# A new hub. A further milestone in the Middle East

Both the growing demand for energy and the technology transition are increasing the need for scalable and reliable technical services. BUCHEN and XERVON are working together to give new impetus to this area as well.

Our branch in Abu Dhabi has enabled BUCHEN and XERVON's service portfolios to be pooled together – creating the basis for cross-sector industrial services. By centrally coordinating the

operations and logistics, they are ensuring that the technical infrastructure and know-how can be efficiently taken to wherever they are needed – for example, to neighbouring Sharjah.



#### A milestone project acting as a role model

XERVON Middle East successfully performed all the tasks needed to clean a boiler at a waste-to-energy (WtE) plant in Sharjah. This saw them using sand blasting technology from the corrosion protection division and rope access systems that they also deploy in other areas, e.g. at offshore plants.

## Intended to be transferable: oil & gas know-how used in other areas as well

The systems that they used here are highly flexible and can be deployed at other plants as well – e.g. for high-temperature industrial processes used in the chemicals or cement production industries. The benefits: high levels of efficiency, minimum down time, maximum safety.

Projects such as the boiler cleaning in Sharjah show how we are rethinking tried-and-tested processes from industry and successfully transferring them to plants such as waste-to-energy. For us, this is more than just a order – it is a clear commitment to sustainable development in the region."

Managing Director XERVON Industrial Services L.L.C., Abu Dhabi

# A quick aside: waste to energy: 300,000t waste, 30MW electricity

Every year, the Sharjah waste-to-energy plant – the first of its kind in the UAE – processes 300,000 tonnes of waste, produces electricity for 28,000 households and cuts carbon emissions by 450,000 tonnes. Besides the WtE plant that is already up and running in Dubai, a further plant in Abu Dhabi is currently going through the final construction phase – a key component of the region's climate strategy.

## An advanced network: short routes, clear roles, strong teams

The hub in Abu Dhabi makes it easier to carry out just such projects: with clearly defined areas of responsibility, short coordination channels and strong logistics. Dovetailing the technology, teams and timing is key here – and will enable every project to give new impetus to sustainable industrial processes in the Middle East.



Daniel Lee
Managing Director
XERVON Industrial Services L.L.C., Abu Dhabi



