



Rifat-Can Sönmez is making his dream profession a reality at Dachser



Passion wins

When it comes to moving things in a big way, logistics has many interlocking factors that must work in unison. At the end of the day, people and their personal commitment and sense of cooperation make all the difference. At Dachser, logistics remains a people business—especially in difficult times.

There are many ways to broaden your horizons. You don't have to climb the highest mountain or wander into the vastness of the desert. But sometimes that's exactly what you need to do, as Elton Yuan, Department Head Air Freight North China in Shanghai, knows from personal experience. The 46-year-old Air & Sea Logistics specialist became acquainted with Dachser in 2008 at an event for aviation experts—in the Namibian desert. “Out in the middle of nowhere, one of the participants told me more about Dachser, later asking me if I was interested in working for the company with its global network. Of course I was! And I haven't looked back since.” →

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Elton Yuan, Department Head Air Freight North China

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Dachser sees itself as a learning organization that is as stable as it is dynamic. Its employee-oriented corporate culture enables fast cycles of learning and decision-making at all levels. This means the company can quickly recognize changes in today's volatile, uncertain, and complex environment and not just respond to them but convert them into a competitive advantage, thanks to its innovative capabilities.

Today, Yuan looks after some 400 different customers and coordinates 60 departures and 90 arrivals a day from Dachser's Shanghai location, the North China Gateway. "Together with my team, I strive to always find the best solutions to meet the needs of our customers."

A logistics specialist through and through

A lot has changed in the logistics sector since Yuan first started at Dachser. While the pandemic loomed large in the past few years, digitalization has brought many innovations, making many things easier in the long run. "When world trade was at a near standstill, digitalization was enormously important in helping us check and manage complex supply chains. Our customers could still rely on Dachser even when our employees were forced to work from home for three consecutive months," he says.

He goes on to point out that most recently, the Othello transport software has made Dachser much faster and much more flexible. "Dachser's proprietary IT system is continuously updated, which has really paid off during the crisis," he says. "That way, we can keep getting better little by little. It's a real morale booster for everyone: for our customers, for the teams in Dachser's various divisions, and for me personally—that's why I went into logistics in the first place and why I feel right at home at Dachser."

Unsurprisingly, Yuan finds it easy to convince other people or potential employees of the benefits Dachser offers. For him, the most convincing argument is Dachser's corporate culture, which is based on values, innovation, and inclusive re-

sponsibility. "The unmistakable corporate culture of this family-owned company is something you can always rely on, wherever you are in the world." And with a smile, he adds: "Even in the desert."

A living network of people

Dachser CEO Burkhard Eling also regards this special corporate culture as one of the family-owned company's core qualities. "Above all, our strength lies in our network of people who share a passion for logistics and are alive to this strong corporate culture, which creates a circle of loyalty." This sense of belonging to the Dachser family, Eling continues, makes the company a steady professional home: "This enables us to plan, shape, and operate the global Dachser network over the long term with prospects for further growth."

Bringing people and ideas together

Magdalena Jamroziak, HR Manager at Dachser Poland, also regards the people at Dachser as central to the company. The trained economist became interested in business psychology during her studies. "Creative solutions for standard processes depend on the people who literally animate those processes. That's what led me to go into HR management more than 20 years ago, and I've been passionate about working with and for people ever since," she says. Her life motto is inspired by Winston Churchill: "Attitude is a little thing that makes a big difference."

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Magdalena Jamroziak, HR Manager at Dachser Poland

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Elton Yuan lives and loves logistics, so he is at home anywhere in the world

“When I joined Dachser, I felt particularly drawn to the company’s values. What immediately impressed me was that these values don’t just exist on paper but are actually applied in a broad variety of ways,” Jamroziak says. “That’s why our approach to HR is based on our values and builds on the natural potential of our employees. I like to gather people around ideas, and our corporate culture provides the ideal foundation for my work in human resources.”

Answering the big questions of our time

Jamroziak reports that in Poland, as well as in other European countries, the biggest challenge is finding good sales professionals, qualified dispatchers, and logistics operatives. A special internship program launched by Dachser some ten years ago has been a great door opener, and this year, an employee recommendation program is providing additional support for

recruitment. “I believe in our employees—they’re the company’s best spokespeople,” she says. “They facilitate recruiting by being sincere and convincing when recommending Dachser to their friends and families.”

“Finding motivated employees is only the first step,” she explains. “An equally important question is how to keep them motivated over the long term. That’s why we’re constantly training our managers. We support their flexibility and develop their emotional intelligence so they’re able to create an inclusive work environment and—with the support of HR—build a culture that fosters motivation.”

An attractive industry with many prospects

The logistics industry needs creative, solution-oriented approaches to staff shortages, not just in Poland but around the world. For example, at the beginning of August 2022, the →

Magdalena Jamroziak
brings people and
logistics together

Passion
breeds
success



The e-truck is really fun to drive.
It's easy to operate and stress-free.

Rifat-Can Sönmez, trainee truck driver at Dachser Kornwestheim

Deutsche Verkehrszeitung trade newspaper reported that two-thirds of German warehousing and storage companies and over half of overland transport companies are experiencing a shortage of skilled workers. According to a quarterly survey conducted by Munich's ifo Institute, in July, 52.2 percent of companies reported problems finding qualified staff. This is the highest percentage since the survey began in 2009.

However, logistics is an attractive field of work. It's considered an industry that will remain viable well into the future and offers sustainable prospects to service providers, their customers, and their employees. Vera Weidemann, Head of Corporate Human Resources at Dachser, agrees: "The only way to get functioning value chains in logistics is by having people who are qualified and motivated to create them. That's why, at Dachser, putting our employees center stage is just as essential as focusing on our customers. We invest in fast, transparent, and understandable communication, in attractive compensation and working arrangements, in ergonomic work tools, in technology, and in the quality of education and training."

A driver gets off to a flying start

For a good example of a motivated employee, take Rifat-Can Sönmez. The 25-year-old is currently completing his professional truck driver training at the Dachser branch in Kornwestheim just outside Stuttgart. He's in his second year of training—and looks forward to every new workday.

"Originally, I wanted to drive a massive 40-ton truck. But things didn't work out that way—fortunately," he says. His branch was the first Dachser location to add the battery-electric eActros truck from Mercedes-Benz to its fleet. In Stuttgart, this zero-emission 19-ton truck is a key component of the DACHSER Emission-Free Delivery city distribution concept, which is currently being rolled out in eleven European metropolitan regions. "It's great to get the opportunity to do my part for sustainability," Sönmez says. Today, with several months' experience under his belt, he's glad about his decision. "An all-electric truck is in many ways preferable to a diesel truck. For one thing, it's great fun

to drive. Other drivers as well as customers are often astonished when they see my truck. It's so quiet and accelerates incredibly fast—it's something you have to experience for yourself."

Technology isn't everything

Many of the functions of the eActros are digital and easy to operate. Even so, Sönmez is confident that drivers will still have a role to play in the future. "It's a question of making intelligent use of the technology and keeping an eye on the battery range. Driving in downtown Stuttgart, for example, is a real challenge. While there are many steep, energy-guzzling uphill, there are just as many downhill where I can let the battery recuperate energy, thus increasing its range. This kind of anticipatory driving is almost like a game; it's a lot of fun!"

It's no wonder, then, that Sönmez says: "Dachser is training me for a really great career, and I'm over the moon that I get to drive the eActros." It's not just this "work tool" that he appreciates, however, but also the work environment at his branch. "We're a young, fantastic team—and not just at work. I've made many friends since I first started at Dachser." He also values the trust his trainers have placed in him: "Dachser promotes independent work and responsibility. I like that."

Examples like these can be found at all levels of the family-owned company. Dachser CEO Burkhard Eling sees this both as an affirmation of the company's strong employee orientation and as a duty: "We show everyone who works at or for Dachser just how much we appreciate them." This goes hand in hand with the values and culture of the company and meets the demands of today's working world. For Eling, this implies a clear mission for top management: "We will prioritize our employees even more than before, both in how we think and how we act. It is precisely what each and every Dachser employee experiences on a daily basis that makes our company an attractive and recommended employer. For a company to thrive in the logistics industry, it has to find the right people and hold on to them over the long term."

M. Schick

Appreciation for indispensable employees: Dachser provides an attractive work environment for professional truck drivers. The family-owned company gives them access to health management plans tailored to their needs, professionalizes training, and invests in additional parking facilities for trucks at the branches.