

Island transport with AG “EMS” group

TO BORKUM, HELGOLAND AND NEUWERK





AG “EMS” makes connections –

BY LAND, ON THE WATER AND IN THE AIR

Whether by land, on the water or in the air – AG “EMS” always charts a course for success. We are proud to look back on our past achievements, but we are even more excited by our daily challenges. These include, most importantly, **innovation, protecting the environment and digitalisation.**

The construction of the “New Lighthouse” in 1889 provided the starting impetus for regular passenger services to the North Sea island of Borkum.

Steam ships gave way to modern car and passenger ferries, and new areas of business were developed. Today, AG “EMS” is a maritime tourism service provider all around the islands of Borkum, Helgoland and Neuwerk. We aren't afraid to be the flagship when it comes to introducing new technologies and striking out on new paths. As a “**First Mover**”, we hope to inspire others and to set an example: AG “EMS” makes connections – by land, on the water and in the air.



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Dr. Bernhard Brons,
Managing director AG „EMS“





Modern shipping connections –

ISLAND SERVICES AT A GLANCE

For countless holidaymakers, the island of Borkum is the “most beautiful pile of sand in the world”. More than 300,000 visitors spend around 2.5 million overnight stays on this largest and most westerly of the East Frisian Islands. These figures are boosted by the numerous day-trippers who come to experience the island feeling for a few hours. Passenger services to the mainland are provided by the AG “EMS” car and passenger ferries and the “Nordlicht” high-tech catamaran.

The shipping company is the oldest part of today’s corporate group, with a history stretching back to 1843. This year saw the foundation of the Concordia Ems steamship company, which was the first to use steam-powered ships to transport passengers and goods on the Ems and between Emden and Delfzijl in the Netherlands. In 1890, **passenger services to Borkum** by paddle steamer were launched, and by 1909 the shipping company was conveying around 3500 people. In the hot summer of 1911, as many as 100,000 passengers were already being taken to Borkum.

Today, the **environmentally-friendly** car ferry MS “Ostfriesland” serves Borkum from the Port of Emden. The roll-on roll-off ferry takes a good two hours from Emden. The “Nordlicht” high-tech catamaran is quicker, since this fast craft only takes an hour. MS “Wappen von Borkum” serves additional departure points for day-trippers, and MS “Störtebeker” also serves in the fleet. Emden offers **highly modern and efficient** port logistics, and excellent connections. Passengers can travel directly to the departure quay for Borkum by train or by car via the A 31. Another departure point is Eemshaven in the Netherlands. MS “Münsterland” serves this port, transporting around a third of the total passengers. In summer months, up to 15 departures per day are offered, with extra assistance from MS “Westfalen”.



Your future success is made **today**

Als Wärtsilä sind wir sehr stolz darauf, beim ersten neu gebautem LNG-betriebenen Schiff Deutschlands für die AG Ems mitgewirkt zu haben. Auch für die Zukunft freuen wir uns, effiziente und umweltfreundliche Lösungspakete für die Schifffahrt anbieten zu können.

SHIPPING IS AT A TURNING POINT

WÄRTSILÄ EXPLORES FUTURE TRENDS & CONCEPTS

YOU HAVE TO CHANGE TO SUCCEED





Marking milestones with innovative projects: In 2015 MS "Ostfriesland", converted to become the first German LNG ferry, was taken back into service, and MS "Helgoland", the first purpose-built German LNG, really made history. LNG stands for "Liquefied Natural Gas" and specifies a gas essentially consisting of methane which has been cooled down to -162°C . Liquefied gas helps to protect the environment, since emissions such as sulphur oxide and nitric oxide are reduced by up to 80% and carbon dioxide by 20% and particulate matter is virtually eliminated.



Environmentally-friendly LNG ferry MS "Ostfriesland"





High-tech and innovation

ALWAYS MAKING WAVES



When AG "EMS" put the first German **high-tech** catamaran "Nordlicht" into service in 1989, they really made a sensation. Titled "Blitzlicht" (Flash), the fast craft was the first of its kind in German waters. Powerful modern waterjets drive the ship forwards and enable it to reach speeds of up to 38 knots, equivalent to around 70 km/h.

The introduction of a **quality and management** system in accordance with both standard DIN EN ISO 9001 and the ISM Code for shipping was a further sensation. AG "EMS" was the first German ferry company to introduce this system, in order to make its methods and principles transparent both internally and externally and to thereby ensure the highest possible level of safety at sea. It also ensures that service quality is constantly updated to reflect new demands. Since then, AG "EMS" has been successful in gaining certification from Germanischer Lloyd in Hamburg every year.

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The shipping company is always a bow ahead with respect to **quality and safety**. It not only employs the best safety technology, but is also developing new safety steps itself. Thus it facilitated the development of a new evacuation system for high-speed catamarans in collaboration with the Deutsche Schlauchbootfabrik (DSB, manufacturer of inflatable dinghies) and the Seerberufsgenossenschaft (German Seamen's Society).

The issue of **electromobility** has also set down anchor within the company: the first electric car for company travel on Borkum, e-bikes for guests to use to discover the island and the region around Emden, an e-bus for public transport on Borkum and another for tours around the island all demonstrate just how innovative our company is. This issue is also being considered in relation to the vessels used within the port of Emden: in a forward-looking move, AG "EMS" is planning to rely on this new technology in a new generation of boats for canal and harbour trips. New developments are constantly under consideration and therefore the use of electric planes to serve the islands is also being viewed positively.

And because **innovation and sustainability** go hand in hand, AG "EMS" is also consciously emphasising digitalisation. The challenges of the future are contactability, information and bookability, since mobility begins with networking!





People serving people –

AT WORK WHERE OTHERS GO ON VACATION

Our success depends on our qualified staff. They ensure that everything runs like clockwork, since every cog – no matter how small – has an important role to play in helping everything to run smoothly and keeping our customers satisfied. The Borkum and Helgoland travel chains, the all-round care of our hotel and restaurant guests and the logistical challenges of the off-shore sector – our staff undertake technical and service-oriented tasks **with heads, hearts and hands** and embody the company values of safety, reliability, customer comfort together with innovation and responsibility for people and environment.





FRESH FROM THE GALLEY RIGHT TO YOU AT HOME

AG "EMS" offers maritime, touristic and sustainable services within the sensitive area of the Wadden Sea, a World Heritage natural site. Every year, our modern fleet of ships transport more than 950,000 passengers to Borkum and around 450,000 to Helgoland, as well as taking many more to Neuwerk, to seal colonies and on other day trips. Our **state-of-the-art technology and innovative projects** ensure that we always have our finger on the pulse.

Further innovative projects and continuous product improvements not only secure employment, but also offer our staff new perspectives. They not only get the chance to prove their specialist skills, but also benefit from the use of the most up-to-date technology and from varied opportunities.

The AG "EMS" Group currently employs around 500 staff in Emden, Eemshaven and Borkum as well as Cuxhaven, Bremerhaven, Hooksiel, Fedderwardersiel, BÜsum and Helgoland; almost 50 of these are trainees.

It's well-known that sea air makes you hungry, so AG "EMS" also offers plenty for rumbling stomachs. In addition to **on-board catering**, the company also operates its own café-restaurants at the ferry terminals and the **"Strandlust"** restaurant on the Knock at Emden.

Every AG "EMS" venue is also available to hire as a multi-functional event space - whether for a wedding or a christening, a birthday or an anniversary celebration. The AG "EMS" team will ensure unforgettable moments and culinary highlights from the ship through the terminals right to the "Strandlust" restaurant. And if you have already found the perfect location, the catering team will be happy to come to you - you're welcome!



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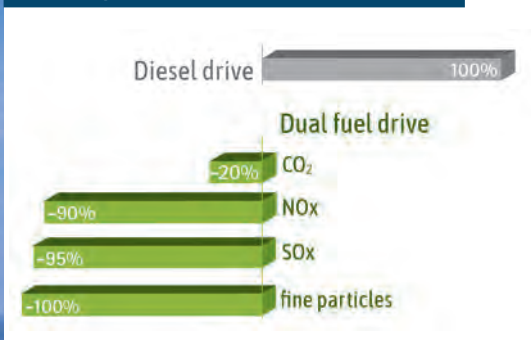
AG “EMS” has been thinking European since well before the foundation of the EU: it started flying the flag of friendship in the Netherlands as early as 1972. At first, it only offered day trips, and then in 1975 it added the legendary “butter trips”. In 1985, a new terminal then became operational and the regular service to Borkum was established. The Borkumlijn has now moved to a third site in “Beatrixhaven”.

Today, around one third of passengers travel to the island of Borkum from Eemshaven, thanks to the excellent transport links. The crossing on MS “Münsterland”, which takes less than one hour, is popular with holidaymakers and day-trippers alike. AG “EMS” is aware of the issue of sustainability here too, and is already planning to convert the ferry to utilise LNG technology.

The modern passenger terminal started operations in 2009 and not only enjoys excellent connections to the motorway, but also to the Dutch railway network.



Life cycle assessment of LNG





On busy days, MS "Westfalen" and MS "Groningerland" also assist with transporting passengers from the Netherlands.

We are especially proud of our connection to the Dutch railway network, which opened in 2018. Trains from Groningen travel to and from Eemshaven up to four times per day, connecting the lively university city with the port and thereby also with the island of Borkum.



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Seaport Emden –

THE GATEWAY TO THE NORTH SEA

Tourists are drawn not only to the islands, the sea and the beaches; the seaport of Emden, the home of AG "EMS", is also a popular destination for holidaymakers and day-trippers. On board the flat motor boats "Ratsdelft", "Schreyershoek" and "Atlantis", they can take a canal trip to discover the romantic side of the **"Venice of the North"**, or experience the bustling atmosphere of the seaport.

The city at the mouth of the Ems always enjoyed a strategically favourable position. In the Middle Ages, for example, it sheltered a larger fleet of ships than did all of England.

Today, harbour activity is focused on the flourishing seaport, state-of-the-art wind energy and of course Volkswagen. Thanks to "Otto" and the famous "Stiftung Henri Nannen" art gallery, the city is known far and wide.

In addition to passenger services, the small harbour vessels "Engelke" and "Falderndelft" can be chartered for exclusive trips to individual destinations. Leisure options include the paddle and pedal station (canoe and cycle hire) at the "Vrouw Johanna Mühle", as well as boat mooring and RV parking space rental at the "Alter Binnenhafen".





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The Borkumer Kleinbahn –

MODERN LOGISTICS AND LOVINGLY-PRESERVED NOSTALGIA

For many visitors to the island, the Borkumer Kleinbahn railway is an essential part of the experience, since one can transfer to the “Borkum dunes express” right upon arrival at the harbour. Since 1888, Germany’s oldest island railway has been trundling between the harbour and town of Borkum along the Borkumer Kleinbahn und Dampfschiffahrt GmbH company’s two narrow-gauge lines. The railway travels the approximately seven-kilometre long route at a top speed of 30 kilometres per hour, endowing the island with a very special sense of speed and time. The railway uses nine locomotives and 39 passenger cars and freight wagons.

The historic rolling stock is a source of particular pride. Whether steam locomotive, imperial car, bistro or social carriage, or even the “pig’s snout”, when one of the fleet travels across the island, the cameras start clicking.

Modern electric buses are also in use for public transport and for day-trip and event transport. Here, a deliberate choice has been made for environmentally-friendly electric drives to help to keep the air clean on the island of Borkum.




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The island holiday home

WITH FOUR-STARS

With the VierJahresZeiten GmbH, AG "EMS" operates two first-class four-star hotels on Borkum.

Today's Inselhotel VierJahresZeiten, opened as "Bahnhofshotel Dabelstein" (Dabelstein station hotel) in 1888, was the first and only hotel on Borkum, open to guests throughout the year. The station and the hotel building rapidly became the focal point of the area between the old village centre and the spa district, that was created by the sea. Following refurbishment and extension works, the Inselhotel offers lovingly appointed rooms in a maritime country house style – "Rosamunde Pilcher romanticism" on Borkum. Guests can enjoy relaxing in an environment with paintings by regional artists, hand-decorated tiles on the walls, a heated outdoor pool and the only hotel garden on the island.

The Strandhotel VierJahresZeiten was originally the "Strandvilla Bakker", and was taken over by AG "EMS" in 1998. The hotel is the perfect base for the best time of the year, with an incomparable sea view and a maritime ambience.

Both hotels boast modern wellness areas with sauna, steam bath and swimming pool, as well as fine-dining restaurants with high-class international and regional cuisine.

The island location is perfect for conferences and workshops. The VierJahresZeiten Hotels team will ensure excellent service and a smooth-running event!





New: „Villa Düne“

New: Entrée Strandhotel



In the spirit of pilgrimage –

TO HELGOLAND

The Cassen Eils shipping company was founded by Captain Cassen Eils in Cuxhaven in 1952. It is the oldest shipping company involved in services to and from the island of Helgoland. The company was taken over by the AG "EMS" Group in 2010.

The shipping company can look back with pride on its achievements in the past, but also has a clear sense of direction for the future. Therefore, in 2015 it launched into service Germany's first **purpose-built liquefied gas ferry MS "Helgoland"**.

Ever since, it has been offering a daily "cruise feeling" en route to Helgoland, since the super-modern coastal tourism ship is the stuff of dreams. Guests can enjoy eight salon areas on three passenger decks, as well as an atrium and two sun decks.







And trips to Helgoland on board MS "Fair Lady" from Bremerhaven and Hooksiel are also extremely popular. Visitors particularly enjoy the unique nature and the variety of birdlife of this strange rocky island; however, they also appreciate the chance to make duty-free purchases.

From Büsum, trips are offered to Helgoland on board MS "Funny Girl" and coastal tours or visits to seal colonies on board MS "Ol Büsum" and MS "Lady von Büsum". Büsum harbour tours are also available on MB "Hein Mück" and MS "Hauke".





A jewel of

THE NORTH SEA

MS "Flipper" sails from Cuxhaven to Neuwerk. The little island in the Elbe belongs to the Hanseatic city of Hamburg and is visited not only by many birds, but also by numerous Wadden Sea mudflat walkers. Once a forward post in the battle against pirates and wreckers, today the Neuwerk tower is the oldest beacon in Germany and also serves as a guesthouse.

Ship-excursions are also offered with MS "Störtebeker" and MS "Otter" from Cuxhaven to the seal colonies and to the bird island of Mellum. Visitors can also travel on MS "WEGA II" or MS "Störtebeker" from the small harbour at Fedderwardersiel to the seal colonies or towards the "Roter Sand" lighthouse.





Coastal flights

WITH OFD



The guest in a hurry can fly from Emden to Borkum and other East Frisian islands, or from Nordholz and Heide-Büsum to Helgoland – with the Ostfriesischer-Flug-Dienst GmbH (OFD). Guests on the island can enjoy the morning paper together with their fresh rolls and patients can be supplied with urgent medication courtesy of the OFD rapid freight service. Sightseeing flights over the islands are also popular; from the air, you get a fantastic view across the Wadden Sea.

The company has been serving the coastal resorts since its foundation as the Ostfriesische Lufttransport GmbH in Emden in 1958 and is thereby one of the oldest airlines in Germany.



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EMS Maritime Offshore GmbH –

WITH THE WIND FARMS IN VIEW

With a view to the wind farm in construction off Borkum, AG “EMS” saw the opportunity to offer **maritime services** to this new business sector. The first ships were procured for personnel and material transfers and the growing order book eventually led to the foundation of EMS Maritime Offshore GmbH (EMO) in 2010. Today, the company employs several specialised catamarans as well as ships.

The company has grown constantly since its foundation, and it now employs more than 100 people and maintains sites in Emden and Eemshaven, on Borkum and Helgoland as well as in Hamburg.





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