

Norman van der Loop of cooperative DELA  
**'DELA strives for national coverage of crematoria'**

Norman van der Loop's daily work is the coordination of all new-build projects for the DELA cooperative. He is responsible for the whole process, from searching for the right location to completion of the construction and it being officially put into use. His focus for the next few years is the realization of five new crematoria. The new crematory in Heerhugowaard will be completed this summer. DFW Europe plays a key role in this work. It has been commissioned to provide and install the cremators in these projects for the DELA cooperative.



"I set great store by a party who can keep up and actively contribute, that is reliable and above all easy to contact," says Van der Loop, explaining why he chose DFW Europe. "DFW was the party that stood apart from the other candidates with regard to these aspects. It's so important that we can work together effectively during the construction process and that we speak each other's language. If push comes to shove and clear language has to be used to get everyone on the same line, which does happen sometimes, we have to be able to rest assured that we will be understood. If we have DFW Europe on the end of the phone, then we know that the person we're talking to really understands the issues at hand. Short lines are all important to us." *Read the full interview with Norman van der Loop at [www.dfw-europe.com](http://www.dfw-europe.com)*



Somnia Pet Crematory  
**'Just as much respect for animals as people'**

It all started with their love for their own pet. Dominique Platteeuw explains, "When we had to say our goodbyes to our dog, we discovered what a lot of other people had discovered: there is really nowhere to go when your pets die. Nowhere that offers excellent service, where your loss is treated with respect and feeling. That was when my husband and I decided to establish our own pet crematory, where pets are given a nice funeral."

Somnia crematory can cremate all pets weighing up to 100kg: reptiles, guinea pigs, rats, rabbits and, on one occasion, a raccoon. The demand is still very high and Somnia now provides 2000 cremations a year, which was the direct reason for the recent installation of a second cremator.

Platteeuw comments, "There are no cremator companies in Belgium, so we turned to DFW Europe for our first cremator. There was a great click from the start. DFW Europe took our vision very seriously. We wanted to develop a crematory where people and their pets would be treated with the utmost respect and a personal touch. They understood exactly what we meant and carefully considered exactly how we could realize that. Whatever our problem or request, DFW Europe worked with us to arrive at the right solution. They were extremely helpful when it came to obtaining an environmental permit from the government, for example. The result was our wonderful crematory." *Read the full interview at [www.dfw-europe.com](http://www.dfw-europe.com)*

Simply the smart move

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Automatic Charging Bier (AIM)



In 2006/2007, DFW Europe launched a unique and unrivaled Automatic Charging Bier (AIM). The AIM is installed under the cremator and is only visible when the coffin is charged. The AIM provides an ergonomic solution for the insertion of coffins weighing up to 250kg into cremators operating at over 650°C.

Recently DFW has developed an Automatic Charging Bier (AIM) that can be fully integrated into the floor of the cremator chamber. The AIM will retract itself after use and remain hidden from view under secured hatches. This provides for a flat working surface once the casket has been loaded into the cremator chamber.

Coffins with feet or plinths

Coffins with feet or plinths are common in some EU Member States. DFW Europe has therefore developed a new AIM specifically for automatically inserting these kinds of coffins. Ringsted Crematory has taken this development one step further. There, the coffins

are transported using an electric transport trolley, after which the insertion machine is operated using an iPhone app. This machine can also rotate the insertion plateau 90° horizontally, to load the coffin sideways in the case that there is not enough space to transfer the coffin from the AIM lengthwise.

Please see 'Automatic Charging Bier' on our website for more information regarding how these machines work.



Down-to-earth Dutch business grows to become European market player

I'm not really one for looking back, but I'm happy to do so when it's to give you an introduction to DFW Europe. Where are we now and how did we get here? The last few years have certainly been a period of flux. We have grown from a small to a medium-size market player, not just in the Netherlands, but also in Europe. Word of mouth is partly to thank for that. Customers who have experienced what it is like to work with our team have recommended us to others. In addition, we are now profiting from years of investment in knowledge for the benefit of our customers.

Over the years we have had been able to launch many ideas and new products and apply our latest automation techniques. That is extremely rewarding. Thanks to the knowledge and experience we have gained, we have been able to broaden our horizons and we are now active in many countries in Europe and beyond. It all sounds so simple, but the impact on our company and our employees has, naturally, been far-reaching.

For starters we have grown out of our old premises and have moved to a very pleasant working environment with plenty of opportunity for growth in the future. You

can read all about it in this brochure. Growth does not mean that we become further removed from our customers, in fact, it brings us closer to them. Endeavoring to ensure that our key values are always retained as we grow is one of our focus points.

In our experience these key values - what most typifies us as a company - have brought us where we are today. Our key values are accessibility, solution-orientation, technical insight, listening, and working together with the customer. We do not compromise on these values and as our valued client you can count on them time and time again. DFW Europe is still that down-to-earth Dutch business it started out as, that has earned its place on the European crematory market and that will continue to be close to its customers.

Your sincerely

Jan Keeman



Simply the smart move

Unique crematory project in Denmark  
**'At DFW Europe they have proven to be masters in their trade,' says Manager Tom Olsen**

In Faelleskrematoriet in Ringsted (Denmark) the first cremations were carried out at the end of April 2013. This new state-of-the-art crematory was developed in part by DFW Europe and is the result of a joint initiative between seven crematory owners and the government.

Tom Olsen, project head and manager, who is considered to be one of the most experienced crematory specialists in Europe, is very satisfied and proud of the result. "Not only did DFW Europe listen closely to what we wanted, they also proved capable of developing exactly what we had envisaged, and more." The new crematory is expected to be used in 7400 cremations per year.

The building is one of a kind. Pipes are nowhere to be seen, nor is there a roof outlet. As is customary in Denmark, the filters are in the basement. Insulation has been optimized throughout the building cutting out noise altogether, which is very good news for our staff. In Olsen's words, "The way we work here is still impossible in many countries. We recover the heat and supply it to heat schools, houses and factories, which is more or less a Danish specialty. The special technology involved is very sophisticated and effective. There is good reason why people travel the world to come and see the heat recovery process with their own eyes." *Read the full interview with Tom Olsen at [www.dfw-europe.com](http://www.dfw-europe.com)*



The new Smart Move



Kris Coenegrachts of Westlede, Lochristi:  
**'DFW Europe provides us with customized services'**

Westlede Crematory in Lochristi, East Flanders, is busy. Groups large and small are visiting the crematory to pay their respects to their loved ones prior to the cremation. The crematory, explains Managing Director Kris Coenegrachts, strives for openness. "We have no secrets and, if they want to, customers can see everything." Westlede has over 6000 cremations a year and a client base of 250,000.

Coenegrachts comments: "Westlede was all very modern when it was built 25 years ago, but times had moved on. Everything needed to be brought up to date." The crematory required renovations including four new cremators, maintenance of the existing filters and integration of the two. "As we are a government body, we have to write tenders, so the ratio between price and quality is an important factor. In addition to this aspect, we also wanted a reliable firm that was able to tackle the operating system and that had an excellent IT department. We wanted to go one step further than pre-programmed ovens; we wanted to develop state-of-the-art technology. Ultimately it is about the look and feel as a whole. We set great store by appearance: our visitors' and users' surroundings."

The DFW team was party to this process for the developments at Westlede Crematory. DFW Europe made a great impression in Lochristi with its system for charging the coffin. "That is a real head-turner for DFW Europe. It is clever and employs outstanding techniques. It greatly benefits our staff and makes their lives much easier," concludes Coenegrachts. *Read the full interview at [www.dfw-europe.com](http://www.dfw-europe.com)*

