

# CUSTOMER FOCUS, INNOVATION AND MARKET TRENDS

Interroll offers modular platform solutions to increase the productivity of its customers (i.e., system integrators and equipment manufacturers, and end-users). These are suitable for both new plants and for existing plants as part of retrofits projects.

With the Interroll technology platform, we offer customers modular, flexible and scalable options to meet their business challenges. These must be highly reliable (quality), quickly available (speed) and easy to use (simplicity). Our solutions consist of mechanical, electrical and software components. They must offer the customer and user maximum flexibility and future security (i.e., maximum added value, even in complex logistics processes). We are the best partners for this worldwide, based on the uniqueness of our technology platform. We focus on the product groups:



**ROLLERS**



**DRIVES**



**CONVEYORS & SORTERS**



**PALLET HANDLING**

Interroll assumes the responsibility of a neutral global partner for its customers. Our core competencies lie in production and innovation.

The company supplies more than 28,000 customers worldwide. These include regionally oriented plant manufacturers, original equipment manufacturers (OEMs) and global system integrators, with a focus on key markets:



**COURIER, EXPRESS, PARCEL**



**INDUSTRIAL PRODUCTION**



**FOOD, BEVERAGE**



**DISTRIBUTION, WAREHOUSE**

The challenges facing distribution and production logistics will increase and, moreover, will have to be interlinked to a much greater extent in the future and thus coordinated more precisely and efficiently. This will inevitably bring into view material flow solutions that significantly improve productivity and sustainability.

The further global growth of the Interroll Group targets clearly identifiable market trends that also show promising sales potential in the future:

- Demand for energy-efficient and resource-saving material flow systems.
- The global boom in e-commerce and online retail shopping.
- Liberalization and regionalization in the courier, express and parcel markets.
- Stricter international hygiene regulations.
- Standards in food processing, which require correspondingly high-quality solutions.
- Decentralization of distribution centers to shorten delivery times.
- Increasing variety of products and the shortened product life cycles, requiring increased flexibility and individualization in the production, storage and picking of goods in the material flow.
- Increased productivity in industry and the associated increase in efficiency in the interim storage systems.
- Passenger volume, which is growing again in the long term in international air traffic and related investments in the modernization of airport capacities and safety technology for passenger transport and baggage handling.

## **ORGANIZATION, STRATEGY AND SUCCESS FACTORS**

The Interroll Group consists of a single business unit. All products are sold in all markets via the respective regional sales companies, whereby the specific requirements of the customer groups such as plant manufacturers, OEMs, and system integrators as well as end customers through a tailored range of products and services, and consulting services are taken into account.

The Interroll Academy is responsible for excellent training and further education of all employees of the Interroll Group worldwide. It also offers customer training. The Interroll Innovation Projects and Development Center (IPDC) develops new products, processes and technologies. In order to meet customer needs in all parts of the world and to comply quickly at all times, additional regional production centers (regional Centers of Excellence) have been established under the leadership of the global Centers of Excellence. Local assembly plants are supplied by the production plants with semi-finished products and assemble products for the respective local markets.

With its material-handling solutions and services, the Interroll Group strives for global market leadership in the long term. An important element of the strategy is therefore high innovation performance, including intelligent products offering customers space- and energy-saving solutions and enabling a fast return on investment. The foundation and the future of Interroll's success are based on the following factors:

- Clear focus on added value for customers, their convenience and their long-term trust in Interroll as a partner.
- Concentration of resources on key products, solutions and services where global market leadership can be achieved in the long term.
- Development and expansion of application-oriented product platforms based on the modular principle.
- Global distribution network with local sales offices that quickly recognize customer needs and market trends as well as worldwide market potential.
- Systematic further development toward a more comprehensive range of services.

- Uniform manufacturing technologies throughout the Group at all production sites, supported by the Interroll Production System (IPS).
- Consistent quality standards of the products worldwide and zero-defect strategy.
- Worldwide networking of Interroll Group companies through a uniform SAP system.
- Permanent in-house development and rapid market launch of new products.
- Promotion, training and development of all employees worldwide.
- Business excellence and digitalization of Interroll's processes.

## **SUSTAINABILITY**

Interroll follows clear principles when it comes to sustainability. These are:

- Our focus on long-term business success: We strive to achieve an appropriate balance between ecological action, social responsibility and economic success.
- Our commitment of our business partners and suppliers to comply with minimum principles.
- Our commitment of all managers and employees to our Code of Conduct.
- Our continuous review of our contributions to resource conservation, reduction of pollutants and energy savings in manufacturing and product operation with alternative concepts, designs or materials in the further development of our technology platform.