

# CUSTOMER FOCUS, INNOVATION AND MARKET TRENDS

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

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. To achieve this, we are the best partners worldwide based on the uniqueness of our technology platform. We focus on the product groups:

The challenges facing distribution and production logistics will increase and, moreover, will become much more intertwined in the future and will thus have to be coordinated more precisely and efficiently. Inevitably, material flow solutions that significantly improve productivity and sustainability will come into focus.

The continued global growth of the Interroll Group is aimed at clearly identifiable market trends that also offer promising sales potential in the future:

- The demand for energy-efficient and resource-saving material handling systems.
- The global boom in e-commerce and retail online shopping.
- Liberalization and regionalization in the courier, express and parcel markets.
- Stricter international hygiene regulations and standards in food processing, which require correspondingly high-quality solutions.
- The decentralization of distribution centers to shorten delivery times.
- Increasing product diversity and shortened product life cycles require greater 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 intermediate storage systems.
- The renewed growth in passenger volumes in continental and intercontinental air traffic and the associated investment in the modernization of airport capacities and security technology for passenger and baggage handling.



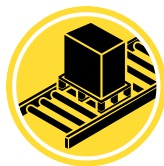
**ROLLERS**



**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) as well as global system integrators with a focus on key markets:



**COURIER, EXPRESS, PARCEL**



**INDUSTRIAL PRODUCTION**



**FOOD, BEVERAGE**



**DISTRIBUTION, WAREHOUSE**

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

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

The Interroll Academy is responsible for excellent training and development 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 quickly meet customer needs in all parts of the world at all times, additional regional production centers (regional Centers of Excellence), which are under the leadership of the global Centers of Excellence have been established. Local assembly plants are supplied with semi-finished products by the production plants and assemble products for the respective local market.

The Interroll Group aims to be a global market leader for its material handling solutions and services in the long term. An important element of the strategy is therefore a high level of innovation, i.e. intelligent products that provide customers with space and energy saving solutions and ensure a rapid return on investment. Interroll's past and future success is 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 sales network with local sales offices that quickly identify customer needs and market trends and tap market potential worldwide.
- Systematic further development toward a more comprehensive range of services.
- Group-wide uniform manufacturing technologies at all production sites, supported by the Interroll Production System (IPS).
- The same product quality standards worldwide and a 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 our own processes.

## **SUSTAINABILITY**

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

- Our focus on long-term business success: We strive for 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 whether we can contribute to the further development of our technology platform with alternative concepts, designs and materials to conserve resources, reduce pollutants and save energy in manufacturing and product operation.
- Our commitment to report annually on progress toward our long-term sustainability goals in the form of a detailed sustainability report in accordance with the standards of the Global Reporting Initiative (GRI).