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"As a family company we stand for continuity, loyalty and responsibility towards our customers and employees."

As a medium-sized, owner-managed company we provide services because we believe wholeheartedly in what we do, and that has been the case for generations. We have grown continuously alongside the needs of our customers. And in the process, we have become a full-service logistics company.

But no matter how big our company gets, our core values remain the same: We are passionate in our approach, collaborative in our thinking and service-oriented in the way we do business. That is the LOXXESS unique selling proposition. Because together with our technical expertise, our shared values are what helps to provide you with the best possible logistics solution for your company. And that's what it's all about.

Be loxxessful!

Dr. Claus-Peter Amberger

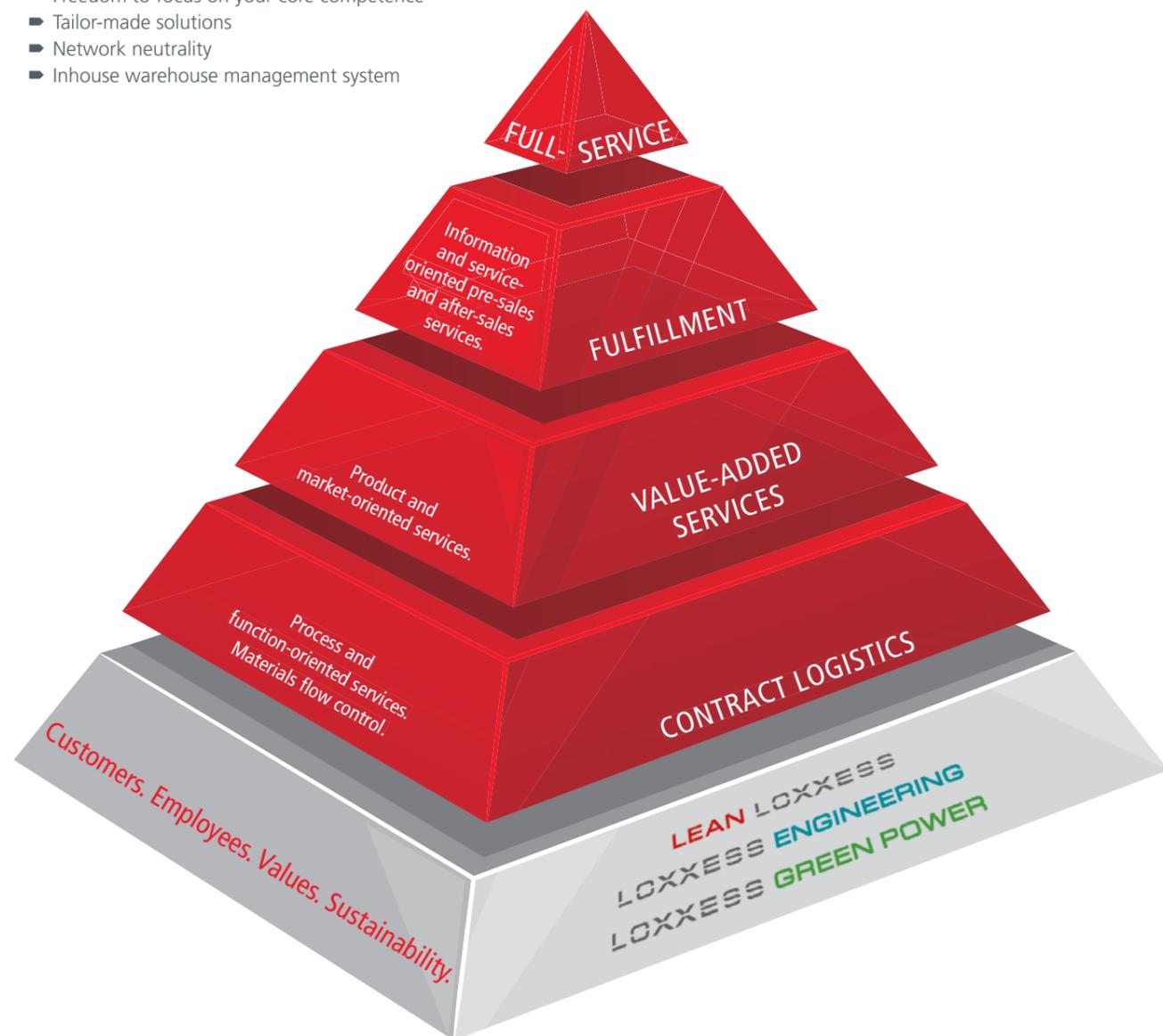
DETAILED  
CREATIVE  
FLEXIBLE  
CLOSE  
EFFICIENT  
GROUNDED  
EXPERIENCED

## THE LOXXESS SERVICE PYRAMID

As a full-service provider, LOXXESS will support you through all the different phases of the logistics process, if that's what you want - otherwise we can help you just in selected areas. Regardless of which services you use from our extensive range, one thing is certain: You can count on our competent support and project handling which ensure that your processes are passionately thought through down to the smallest detail. From contract logistics through to full service.

### OUR VALUES TO SUPPORT YOU:

- 100% family company
- Long-term approach & partnership
- Freedom to focus on your core competence
- Tailor-made solutions
- Network neutrality
- Inhouse warehouse management system



## CONTRACT LOGISTICS

A contract logistics approach designed to suit your individual requirements will become the heart of your product management and logistics. LOXXESS creates complex, reliable solutions for you as part of intelligent supply chain management. And because we constantly analyze and optimize the processes you entrust to us, we can offer you a long-term competitive advantage. From procurement to distribution. In the B2B as well as in the B2C sector.

### WE WILL DO ALL OF THIS FOR YOU:

- Warehousing
- Making logistics costs variable costs
- Process design and optimization
- Dedicated multi-user solutions
- Construction of logistics property

## VALUE-ADDED SERVICES

Whether you're planning a special promotion to stimulate sales, require special packaging or delivery terms for selected markets or customers, or need permanent quality assurance for your products – LOXXESS offers a number of value-added services around the logistics process chain. Exactly when you need them and in the quantity required. Given that, there's no need for unnecessary capital commitments.

### WE WILL DO ALL OF THIS FOR YOU:

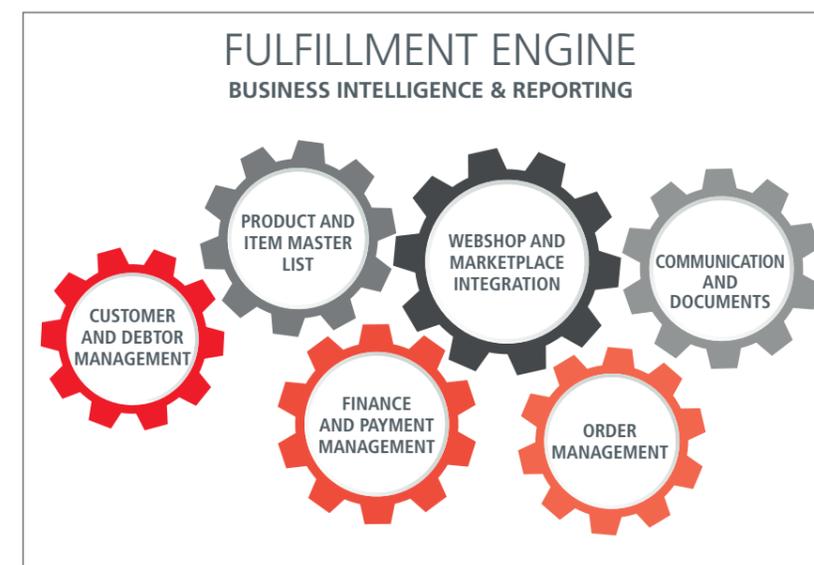
- Repair & refurbishment
- Product enhancement
- Build on demand
- Tunnel finishing
- Labeling services

## FULFILLMENT

A sustainable fulfillment design needs to be well thought through so that it meets your high expectations in terms of quality. That's why LOXXESS ensures that all service, administration, and information functions are perfectly aligned. This ensures seamless processing from order management right through to returns processing. From customer service, through to effective payment management service, right up to debtor management. Our services are supported by a high-performance data processing system - the LOXXESS "Fulfillment Engine". This system is based on Microsoft Dynamics and can be used by our customers to implement their eCommerce-strategies.

### WE WILL DO ALL OF THIS FOR YOU:

- Debtor management
- ERP solutions
- Call center and customer care
- Risk assessments and credit checks
- Payment solutions



## CUSTOMER CARE

### IN TUNE WITH YOUR CUSTOMERS

Skilled, personalized communications with your customers are one of the key factors when it comes to your company's image. Our customer care center offers the following services: Order entry, professional complaints and information management, first and second level support, cross-selling and up-selling or outbound campaigns, and much more. Our state-of-the-art IT infrastructure supported by an ACD system ensures that all communication channels are operated according to your requirements and are assigned to the responsible agent.

## IT solutions from LOXXESS.

### LOXXESS IT



## Industry-specific solutions from LOXXESS.

As your outsourcing specialist one thing is paramount for us: We want to support you in the best possible way, quickly and completely. And because we know your sectors, we are able to find the best synergies possible. We create tailored logistics solutions which, from the outset, work perfectly, increase your efficiency and lower your costs. We achieve this by focusing on six core sectors that we know extremely well. Over time we have developed many modern process technologies, created solutions and acquired specialist knowledge from which you can benefit as our customer.



► INDUSTRIAL + CHEMICAL SERVICES



► SPORTS + LIFESTYLE



► FMCG + SENSITIVE GOODS



► MAIL ORDER + E-COMMERCE



► CONSUMER ELECTRONICS + MEDIA PRODUCTS



► PHARMACEUTICALS + HEALTH CARE



## INDUSTRIAL + CHEMICAL SERVICES

- ▶ JIT and JIS solutions
- ▶ Security of supply
- ▶ Quality and vendor management
- ▶ Internal and plant logistics
- ▶ Expertise in automation
- ▶ Container and empties management
- ▶ Stock financing and optimization
- ▶ Storage and management of hazardous materials

### BE RELIABLE. BE LOXXESSFUL.

"Do what you can best - outsource the rest". Internationally successful industrial and chemical companies become market leaders by embracing this philosophy. Global flows of goods and a diversified division of labor in networked supply chains require logistical excellence if they are to succeed against global competition.

Mastering and permanently improving logistics processes within your own value chain requires know-how, flexibility and passion. The passion to continuously develop and adapt to changing conditions.

That's where LOXXESS is your ideal partner, enhancing your logistics through our IT, process and management expertise.



## SPORTS + LIFESTYLE

- ▶ Peak management during promotions/season
- ▶ Individual terms of trade and packing instructions
- ▶ Hanging garments, flat goods and hard goods
- ▶ Multi-channel solutions
- ▶ Textile preparation
- ▶ Drop shipment and cross docking
- ▶ Open customs warehouse (OCW) processing

### BE ACTIVE. BE LOXXESSFUL.

Brand image and brand value are determined by market presence and awareness. It is also essential that customer requirements are met. That's the only way to preserve brand loyalty. Whether a season is successful or not is often decided within a few critical weeks. During this time it all depends on the qualitative fulfillment of delivery commitments.

Our scalable logistics solutions meet your high quality standards and also guarantee the availability of your products at the point of sale. In the process, we integrate the fulfillment of trade-related or customer-orientated requirements when it comes to the packaging of your products in our processes.

Use LOXXESS know-how of your sector for your logistics and achieve the pole position.



## FMCG + SENSITIVE GOODS

- ▶ Product customization
- ▶ Assembly
- ▶ Set building
- ▶ Serial and batch number management
- ▶ Shelf-life management
- ▶ Display fitting and filling
- ▶ Market returns processing

### BE SPECIFIC. BE LOXXESSFUL.

Consistent brand quality and customer satisfaction are key when it comes to being competitive in FMCG and sensitive goods. That's why you should choose LOXXESS for a quality-oriented logistics solution which ensures an optimal interaction between production and sales.

Thanks to our individual, intelligent solutions we deliver quickly and reliably and ensure that your goods are always available. Our careful quality management and integrated value-added services, such as processing, labeling and filling displays, mean that you can rely on your product being shown to best advantage at the point of sale.

With LOXXESS as a partner there are no obstacles to achieving your sales and image goals.

### BE ONLINE. BE LOXXESSFUL.

The trend towards online shopping in Germany continues unabated and is opening up numerous market opportunities and potential customers for businesses. However, this potential can only be fully exploited by using sophisticated, highly specialized logistics. The reliability, speed, on-time deliveries and uncomplicated processing of orders, from order receipt through to order fulfillment and invoicing, right up to returns and credit note processing are crucial to your (online) success. At LOXXESS we take care of the entire fulfillment process, and offer pre-sales and after-sales support, as well as traditional services. That's why you get a consistent 360-degree solution which secures your position in an increasingly differentiated and demanding market. The efficient integration of B2B and B2C logistics, in particular, is one of LOXXESS's key points of focus.

Take advantage of the LOXXESS specialists' know-how to help your multi-channel strategies succeed.

### BE INNOVATIVE. BE LOXXESSFUL.

Consumer electronics demands a logistics partner with a great deal of sensitivity: Sensitive technical equipment needs to be moved extremely carefully and checked by trained hands. And you should be able to rely on your repair and reconditioning work being carried out properly. Count on our efficient special solutions that are tailored exactly to your products. Whether receivers, mobile phones, notebooks or games consoles: we treat each individual product with the greatest of care thereby increasing life expectancy and customer satisfaction.

For customers from the telecommunications, Pay TV and consumer electronics sectors, LOXXESS has a highly specialized competence center offering extensive knowledge and many additional services. Our company also offers its customers from the media sector highly specialized solutions for the archiving, sorting and identification of media data carriers (MAZ, Beta, etc.). Quality-control measures (such as 'vinegar syndrome recognition') are carried out in a specially developed building, where temperature and humidity are stringently controlled - all part of day-to-day business at LOXXESS.

### BE SENSITIVE. BE LOXXESSFUL.

Regardless of whether you're a small start-up company or an international health care group: we apply our specialist knowledge and passion to develop the right logistics design for any size of company. Our resources are flexible enough to allow us to adapt and re-adapt to your requirements. We provide modular logistics and distribution solutions to customers from the pharmaceuticals industry, medical technology sector and the premium cosmetics market. These range from traditional warehousing, through value-added services, right up to order management and complex financial services.

Our specialist know-how is delivered from two pharmaceutical sites (Regensburg and Wolfratshausen). Our pharmaceutical experts are particularly skilled in handling sensitive items which require special care. Along with its wholesale license, LOXXESS also has a manufacturing license under the German Law on Medicinal Products (GMP) - that means you can confidently place your logistics in our capable hands.



## MAIL ORDER + E-COMMERCE

- ▶ Fulfillment Engine
- ▶ Multi-channel solutions
- ▶ Create e-commerce ability for goods / Product customization
- ▶ Returns management
- ▶ Peak management
- ▶ Scalability
- ▶ Internationalization



## CONSUMER ELECTRONICS + MEDIA PRODUCTS

- ▶ Test and refurbishment center (ESD)
- ▶ Serial number management
- ▶ Smart card storage
- ▶ Swaps handling
- ▶ Film archive
- ▶ CO<sup>2</sup> extinguisher systems
- ▶ Temperature and humidity control



## PHARMACEUTICALS + HEALTH CARE

- ▶ Manufacturing permit under the German Law on Medicinal Products (GMP)
- ▶ Independent service provider (not tied to a manufacturer)
- ▶ Fulfilling of special storage requirements (transparent temperature control, qualified cooling and warning system, hygiene, cold storage)
- ▶ Pharmaceutical experts in house



Logistics engineering. Building your value creation.



## LOXXESS ENGINEERING

Logistics engineering is a core area of contract logistics. We use it to manage your logistics project from conception to the complete economic location. We employ engineers, architects, logistics experts and economists working closely together to develop your site and make it a success from the outset.

A structural analysis is always carried out first. We examine precisely how much flexibility you need and ensure stringent project planning from the inside out. Your process chain and your business set the pace for the project. Drawing on our many years' experience we develop your tailored solution: We review all the warehouse and materials handling technologies and select the one that is best suited to your needs. If required, we draw up tailored special solutions and are there for you from the first questions to project completion and controlling. And you can count on projects being completed on time and within budget.

Existing sites also benefit from our engineering services and the LOXXESS expertise for complex supply chain strategies. We pick you up exactly where you need us. And we optimize your value creation individually. What can we do for you? Our primary services at a glance:

**Customer analysis.** We carefully examine your current process chain and methodically develop a target process chain. The focus is on structure, demand, capacities, throughput and weak spots.

**Materials flow planning.** We analyze your process, help you with the IT-based automation of warehouses and picking processes, and carry out put-away and picking simulations using recognized simulators.

**Warehouse planning.** We support you from the design to project completion, including fittings and workplace planning, full layout design, tenders for the warehouse and materials handling, to functional testing, right through to the final customer acceptance.

**Procurement.** We arrange everything from tenders, through to integration tests, right up to acceptance.



We invest a lot of energy in energy.



## LOXXESS GREEN POWER

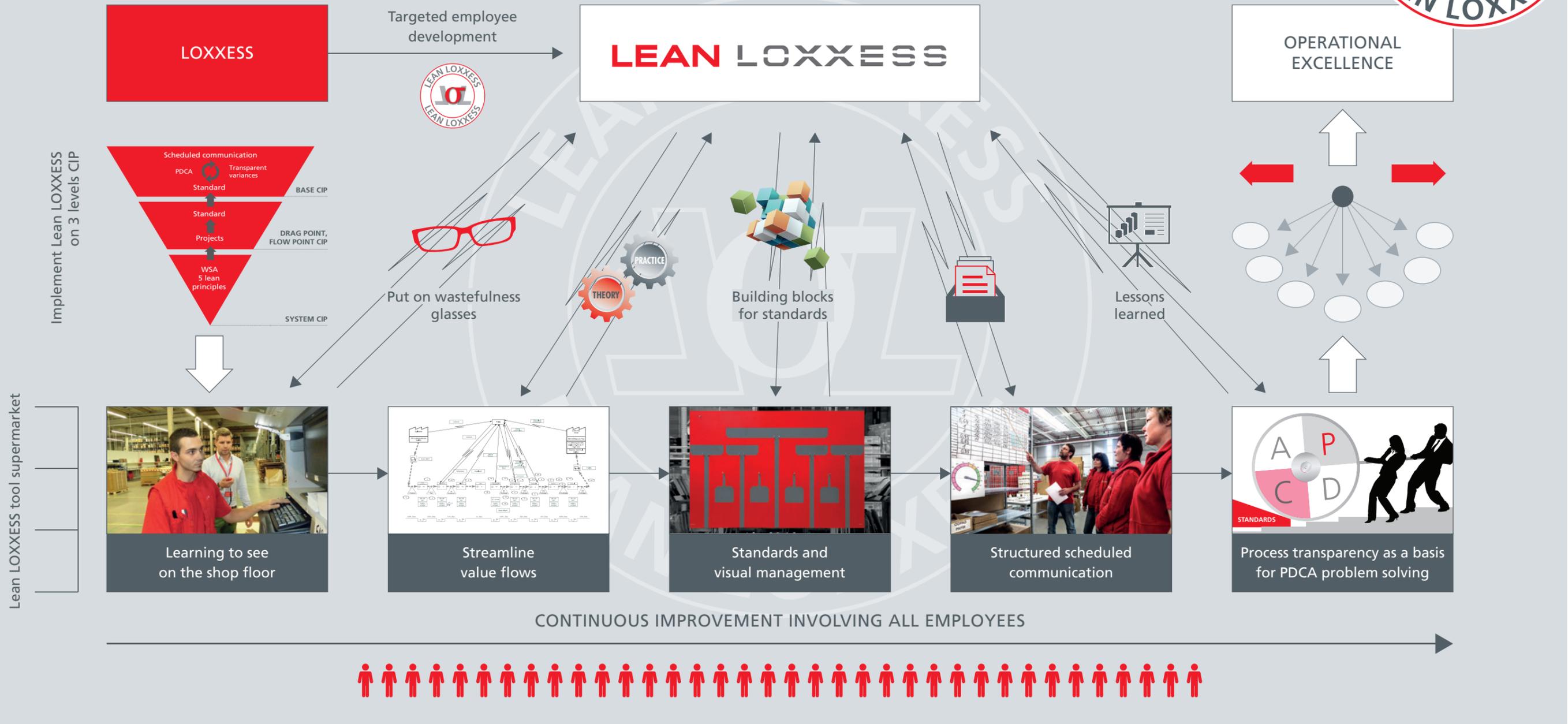
At LOXXESS we are already thinking about what will happen tomorrow. Ever increasing energy prices per chance. These prices are jeopardizing the cost predictability of our customers' businesses. Or dwindling resources. Here too, we intend to pool efforts and, by investing in renewable energies, make our contribution towards a worthwhile future. Through our subsidiary LOXXESS Green Power we are investing in wind and solar power at our warehouse sites. The stated aim is to transfer these environmentally friendly activities to all LOXXESS sites in Europe.

### A SUNNY OUTLOOK FOR OUR CUSTOMERS.

At some of our sites, such as the one in Aurach, we are already producing more energy with our solar installation than we actually consume. We save 453 tonnes CO<sub>2</sub> per year, which equates approximately to the amount of CO<sub>2</sub> emitted by a modern mid-size car going round the world 80 times. The main benefit to you: By supplying our own green electricity you are no longer at the mercy of rising energy costs. LOXXESS is also consistent when it comes to saving energy: Thanks to automatic lighting systems goods do not have to be stored in the light, and our well insulated hangars and dark radiator systems for spot heating create a comfortable climate for our employees.



A sharp eye for everything that improves your processes.



## LEAN LOXXESS

We apply Lean LOXXESS to support you in streamlining your processes, making them more efficient and thereby achieving sustainable success. From experience, we know that each individual logistical process step offers a lot of room for improvement. Frequently these are just small "adjustments" which can achieve enormous improvements: Speeding up picking in the warehouse or improving the presentation of information on the shelf can have a positive impact on the overall work flow. In this respect, for us Lean LOXXESS isn't just a management task: The lean principle is implemented at all levels - from management to shop floor employees.

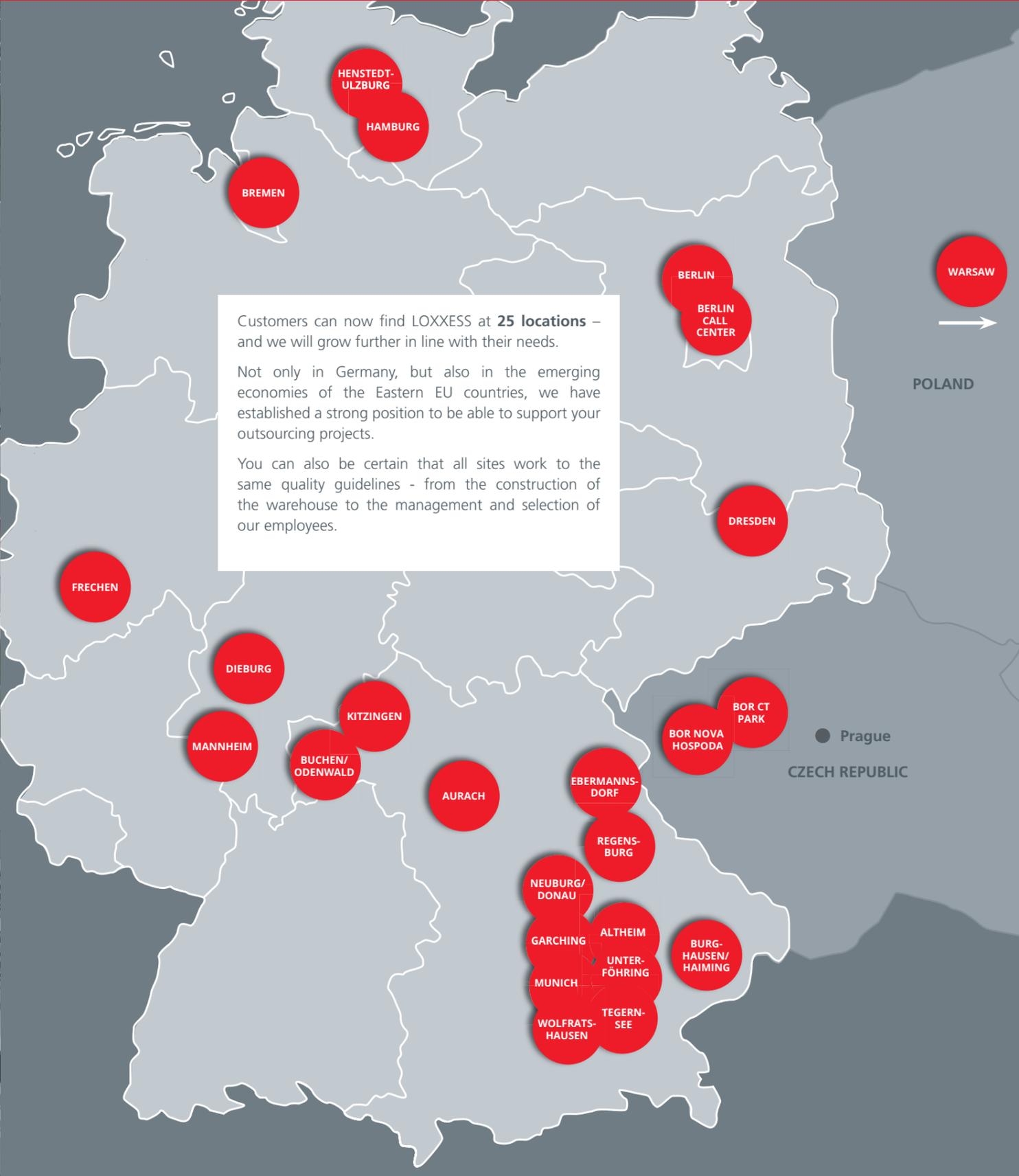
### LOXXESS. A PIONEER IN THE IMPLEMENTATION OF LEAN PROCESSES.

Lean LOXXESS is one of the industry pioneers in the introduction of lean management processes. We consider team-oriented definition of the optimization potential to be very important as only then will lean thinking become a permanent part of your corporate culture. Each individual employee should develop an eye for the many opportunities to identify and eliminate weak spots in their daily work. This results in measurable quality and tangible competitive advantage for you.



For us, customer proximity means:

Being there where you need us.



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