

HIGH END TO END SOLUTIONS

CAREER OPPORTUNITIES SUSTAINABILITY OWN APP DEVELOPED
CONSERVE RESOURCES LGI NETHERLANDS NEW LOCATION IN KETSCH



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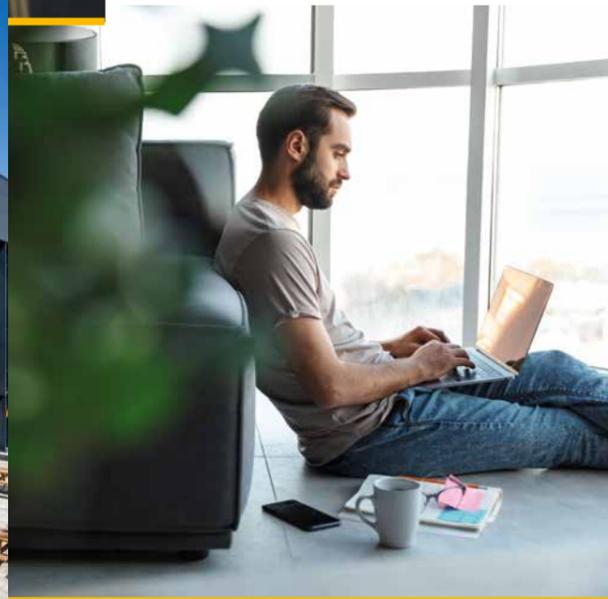
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Bernd Schwenger
Chairman of the board

Dear Reader,

When a parent and subsidiary join forces, good things are bound to happen. You are currently reading the first joint customer magazine published by LGI together with its subsidiary ITG. Together, we want to give you regular in-depth insights into the future of logistics as well as our extremely broad portfolio. From the complexity of shipping numbered luxury handbags to life cycle management, such as refurbished IT, and end-to-end high-tech handling in cleanrooms.

If we have learned anything in recent years, it's flexibility. We are constantly asking ourselves: Does what we are currently doing make economic sense, and will this still be the case in two years? For some time now, this question has mainly focussed on sustainability, as the times of the slash-and-burn approach to business have long since passed.

Our new CSR and sustainability programme establishes a Group-wide foundation for the targeted development of sustainability policies and projects. This also permits us to embed our responsibility for CSR and sustainability in the DNA of our Group, which recently joined the United Nations Global Compact Initiative.

This is all thanks to our committed team. It is something that we are very proud of, and it fills me with confidence that we can continue this fantastic development into the future, despite the volatile times. And it is with this positive attitude that we want to support our existing customers as well as potential customers in the future.

Stay curious and, true to our commitment to value-added services, one thing that this joint Motion Magazine certainly provides above all else is: added value.

Yours sincerely,

Bernd Schwenger

The use of the masculine form is only due to simplification and easier readability. A rating is expressly not associated with this. LGI is committed to equal rights for all genders.

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OUR CONTRIBUTION TO A SUSTAINABLE FUTURE

LGI INSIDE

Responsible action has always been a fundamental principle of the LGI Group's activities. Well before the era in which the concepts of sustainability and corporate social responsibility (CSR) were part of every discussion, we made sure that we lived up to this corporate responsibility. This has now led us to develop a strategy and establish a Group-wide programme.

All CSR and sustainability measures within the Group will be bundled under the slogan 'OUR CARE'. Holger Funk, CFO of the LGI Group, is the main person responsible for these measures. The activities are divided into four pillars: BUSINESS CARE, GREEN CARE, SOCIAL CARE and SAFETY CARE.

The Group has set itself the following primary objectives:

- Compliance with all applicable local and international laws and regulations on the basis of the UN Declaration of Human Rights and the UN Convention
- Development and advancement of our own innovative, sustainable services and products
- Help other companies implement their CSR and sustainability objectives
- Firmly establish the LGI Group as a multicultural, responsible and attractive employer
- Complete transparency of greenhouse gas emissions by the end of 2022
- Achievement of level 3 in this sustainability model by the end of 2025

To achieve these goals, appropriate measures were defined for implementation for each of the four pillars. For example, LGI recently joined the UN Global Compact. All German sites are operated entirely with green power from certified renewable energy sources, which reduces CO₂ emissions by 7,200 tonnes per year compared to the previous energy supply. Where natural gas is used for heating, the supply was switched to 'green gas', whose CO₂ emissions are offset by climate protection projects. Besides environmental considerations, the OUR CARE programme also extends to people and society. Various measures are dedicated to the integration, participation and support of certain groups of people. As a cooperation partner of 'socialbee', we help to qualify refugees for the labour market and support ROCK YOUR LIFE! Education opportunities as well as the development of potential are both supported. In 2021, the Health Care Mobile, a mobile unit for occupational medical services, commenced operation, offering vaccinations for employees and their families at the workplace during the coronavirus pandemic. Measures to support occupational health and safety were also taken internally. Besides activities aimed at reducing our own carbon footprint, the LGI Group also offers ReuseIT and Value Recovery, contemporary services that extend the product life cycle, which help customers and consumers make their own contribution to climate protection.

The LGI parent group, Elanders, has also recognised these activities and is proud of the important contribution made by the LGI Group. The goal is to implement this on a permanent basis and firmly entrench sustainability in the corporate culture. Nathalie Bödtker-Lund, Sustainability Director at Elanders, says: 'The Group is already pursuing a range of positive and ambitious sustainability projects of which we can be proud. Success can only be ensured by establishing a culture of sustainability throughout the entire organisation. The whole Group is in agreement on the importance of taking sustainability issues seriously, making changes and setting ambitious goals.'

OUR CARE programme for the entire LGI Group



BUSINESS CARE
Corporate Responsibility



GREEN CARE
Sustainability & Environmental Protection



SOCIAL CARE
Social Responsibility



SAFETY CARE
Working Conditions



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MORE THAN A DEGREE

Our current course offerings (with university)

- **BA – Service Management** (DHBW Stuttgart)
- **BA – Digital Business Management** (DHBW Stuttgart or. Heidenheim)
- **BA – International Business** (DHBW Stuttgart)
- **BA – Human Resource Management** (DHBW Lörrach)
- **BA – Forwarding, Transport and Logistics** (DHBW Heidenheim)
- **Industrial Engineer** (DHBW Stuttgart/Campus Horb or. Heidenheim)
- **Industrial Engineer Facility Management** (DHBW Stuttgart)
- **IT** (DHBW Stuttgart/Campus Horb or. Heidenheim)



Find out what students had to say about their training in interviews.



Although it might sound like a bit of a nightmare for some students, these days, lifelong learning is absolutely essential in private as well as professional life. At the same time, good vocational training is the foundation for success in a profession and for further development. The LGI Group offers both and motivates its employees to advance their own personal development.

The dual work/study programme is becoming increasingly popular. In the past 10 years, the number of students has more than doubled – together with the number of courses on offer. Even though the number of individuals involved in dual work/study programmes compared to the total number of registered students is currently less than 5%, there is a strong trend towards combining a degree course and practical content in companies, especially in certain areas. The logistics sector is certainly one area that benefits significantly from the combination of academic study and practical work experience.

Theory and business practice combined

Throughout Germany, a total of 17 students are currently undergoing training at LGI and three at ITG. Our Group offers eight different degree courses (see info box). The study modules at the university alternate with the practical modules in the company. During the practical phase, students are alternately deployed to various units of a predominantly operational nature. For instance, they support the commissioning of new areas of logistics. They are also assigned project tasks on which they subsequently work independently. In the past, this has included tasks such as redesigning an employee qualification matrix, conducting a value stream analysis and other lean management methods as well as working on market analyses.

For those who decide on a dual work/study programme, a deciding factor is likely to be the ability to earn money while completing a degree. The LGI Group pays attractive wages even during the qualification periods and can offer excellent entry-level wages after completing one's degree.

Employment guarantee

In recent years, all of our students received permanent positions. This included positions with a high level of responsibility for staff, such as managing a sub-department or a warehouse. Due to their practical experience, they can also look forward to bright future prospects and individual development opportunities. And the junior staff are certainly not left to fend for themselves on their further career path. Employees are challenged but also supported! Besides mentoring and targeted personal development, careers are supported by development programmes, such as the LGI University.



A dual work/study programme is a degree at a university or vocational academy with integrated vocational training and practical modules in a company. It differs from traditional degree courses through its greater practical focus. This is also characterised by the use of a university and company as two learning centres. Professional practice and study are closely integrated in terms of both organisation and curriculum. (Source: Federal Institute for Vocational Education and Training, BIBB)

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APP FACILITATES QM DOCUMENTATION

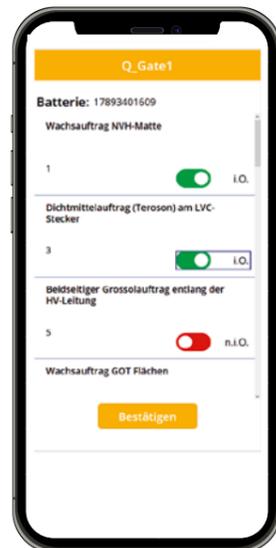
Internally developed solution supports battery pre-assembly



Apps have become an established part of our lives. Applications for mobile terminals exist for virtually every area: some useful, others less so. These digital assistants are particularly common in private life. But apps can also be helpful in a business context. For instance, in a project headed by Software Developer Alexander Tabarelli, the Process & Technology Solutions (PTS) team developed an app for the Automotive division that supports the processes during battery pre-assembly for electric vehicles.

Since November 2020, LGI has been providing comprehensive logistics services for high-voltage vehicle batteries at its site in Böblingen for the customer Daimler. The customer requirements include professional, reliable and traceable quality control across the process chain. The process includes three quality gates: visual inspection of incoming goods, clearly defined assembly activities as well as photo documentation after the completion of the work. A conventional process uses manual checklists that have been scanned and stored as well as photos that have been manually added to the checklist in the same folder. At the next evaluation level, the intention was to use scanners to partly automate these process steps. The idea was to scan the battery ID in order to access a pre-configured Excel list in which the quality-related information is entered. A second scan would then automatically create a folder in which photo documentation can be manually saved.

Neither the manual documentation system nor what was intended to be a partially automated documentation system were deemed adequate; as a result, a fully digital solution was developed. This consists of two different apps from the Microsoft modular system (MS Power Apps), connected to a central data source with variable master data templates via MS Sharepoint. Automated warning systems were integrated with the help of MS Power Automate. The complete monitoring takes place via Power BI.



The employees responsible for the work use mobile terminals and are guided through each point of the quality assurance steps in the new app. Checklists are digitalised. At the defined point, the app prompts photo documentation, which can easily be created using the smartphone's camera and is automatically saved. A personal login and timestamp ensure seamless tracking. To monitor all the KPIs, MS Power BI combines the data on the Sharepoint lists with the data from various SAP reports. This creates a flexible and comprehensive reporting system.

After switching over the documentation, employees were impressed with the app's ability to facilitate administrative tasks and reduce the time necessary for their completion. This allowed employees to focus more on their core tasks. What's more, digital data acquisition provides comprehensive transparency in real-time. The time spent on quality documentation was able to be reduced by more than 8 hours per working day. The new digital solution has been accepted by our customers, who place high demands on quality management and process reliability. The solution can be quickly adapted to other requirements and is based on established and easy-to-use Microsoft tools. The LGI Group's PTS team is always ready to support and advise other customers to enable them to benefit from in-process digital solutions. Get in touch with us!

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DIGITALISATION FOR SHOPFLOOR MANAGEMENT

Digital tool simplifies management processes



Since the end of 2020, the LGI Group has been using a digital shopfloor management (SFM) tool at many of its sites. The digital solution provides targeted support for the operational management processes and enhanced functionalities compared to the previous 'classic' solution based on print-outs and notes on whiteboards. Project managers Andreas Blind and Denis Karbstein provide an overview.

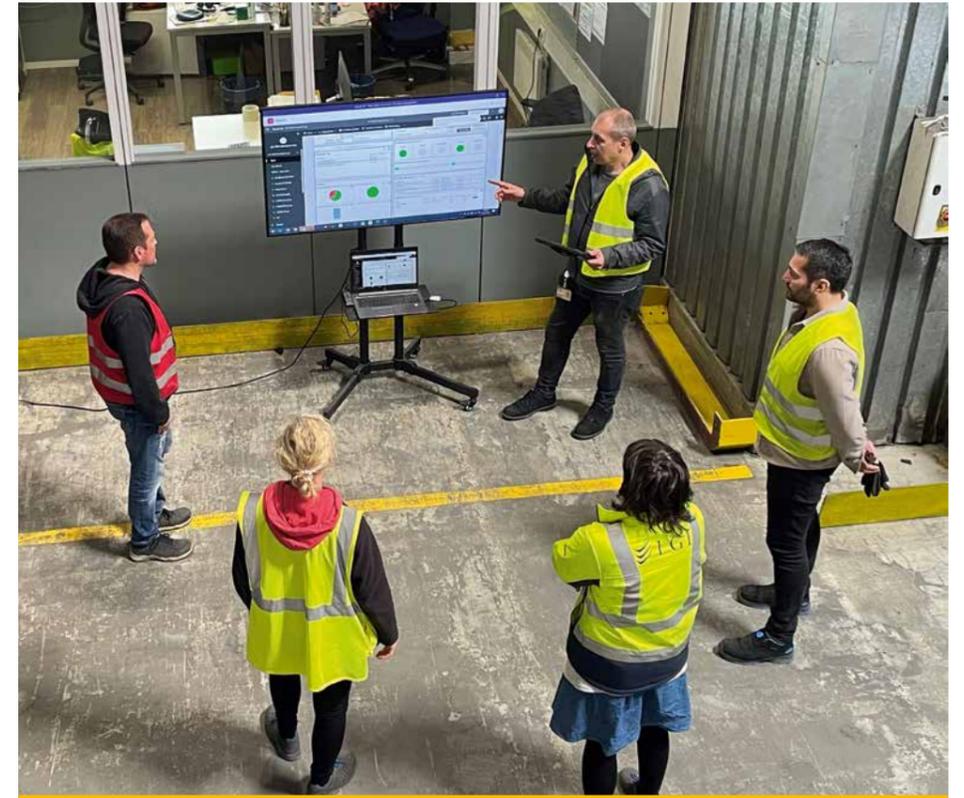
SFM is an important module for operational management and an essential part of the implementation of the LGI Operating System (LOS) to support lean management in the LGI Group. An SFM manual that describes the basic principles of SFM, together with tips for practical implementation, has existed for many years. The daily SFM meetings are focussed on the following aspects:

- Information transfer based on a cascading system across all levels of management, from the CEO to employees
- Discussion of the current status of the key figures in the areas of safety, quality, process performance, costs and personnel deployment
- In case of KPI deviations, derivation of measures (reactive) as well as planning and tracking of proactive process checks for the purpose of continuous improvement (CIP/Kaizen concept)

Back in 2019, there was a desire to simplify the existing analogue SFM processes with a digital solution and create enhanced capabilities.

'A digital solution ultimately offers numerous benefits: considerable simplification of the collection of KPIs as the manual activities for printing out and displaying KPIs are no longer necessary. In addition, many KPIs can also be collected and processed directly from source systems. This also increases transparency, as the data can be collected from all popular digital terminals. Ultimately, our digital tool offers additional real-time functionalities and messaging options that are not possible with a classic solution', reports Andreas Blind, Head of Lean & Quality Management in the LGI Group and responsible for the gradual roll-out at all sites.

The digital solution was deliberately developed internally after considering alternatives, with the involvement of an interdisciplinary team comprised of IT and Lean experts as well as operational managers. This enabled us to do things such as respond to the needs and requests of the operational units wherever possible. 'Our tool's interface is based on a Power BI report from the Microsoft Office 365 modular system,



in which appropriate filters are used to display the relevant view for the respective manager. A database is implemented in the background, and interfaces with source systems exist wherever possible. An independently created app helps with any necessary inputs, such as the documentation of procedures', reports Denis Karbstein, Corporate IT employee and technical project manager for the tool.

The tool was first trialled at two sites in the LGI Group at the end of 2020. It is now being used by multiple divisions, including the Executive Board. 'In my area of responsibility, we have been using the tool since 2021. After a brief teething period, it simplified many of the SFM processes. For example, it does away with the need to manually update the board, and I can digitally update the content at any time. What's more, I can quickly and easily retrieve information on the status of all SFM boards from anywhere, even at times when I may not be able to be present on-site', says Tomasz Matysiak, LGI Site Manager in Heilbronn.

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A CHANGING WORLD — A CHANGING LGI!

For the sustainability of our customers

ELECTRONICS

We live in a digital and connected world: never before has information flowed so quickly, and never has buying on the internet and staying in contact with friends around the world been so easy!

Digitalisation has found its way into almost all areas of our lives; the demand for chips and electronic devices seems virtually endless.

But, what is not endless are the raw materials and the energy that are needed to manufacture new information and communication technology (ITC) devices. So it's a good idea to use devices longer or pass these on to conserve valuable resources.

Politicians and lawmakers are aiming for more resource-efficient production and want to extend the lifespan of electronics. Even investors and consumers are paying closer attention to sustainability or the carbon footprint of companies and products when making purchases.

The business sector in particular makes use of ITC devices that are designed for reliability and durability. After initial use by the company, these devices can often be professionally reprocessed and used for other purposes without any issues. This effectively gives these devices a second life and keeps them in the circular economy.

As a logistics service provider, we were virtually predestined to close the loop on this part of the circular economy. LGI is already supporting the principles of the circular economy with its value recovery service.

LGI offers a seamless logistics service that revolves around the return, reprocessing and reuse of IT devices for various reputable customers. From laptops, desktops and workstations to monitors, tablets and servers as well as smartphones: our experienced employees ensure smooth return logistics and the cleaning and reprocessing of the devices, seamless data cleansing and documentation with the help of a certified erasure software as well as the optimum marketing of hardware.



Final Reporting



Request a Return



Recycling



Resale



Function test & Refurbishment



Data erasure

From Value Recovery to ReuseIT



Secure logistics



Product verification

The demand for professionally reprocessed second-hand devices has been growing steadily for years. They are extremely cost-effective and are easy on the environment as well as the wallet. In addition, rising energy costs and uncertain supply chains make the reuse of used devices even more attractive.

So it is only logical for LGI to continue to expand the expertise that it has established in Value Recovery in order to take on a leading role in this growth market. After the Elanders Group acquired the Swedish companies ReuseIT and Azalea in the past two years, the focus is now on joining forces to professionalise and internationalise their activities.

A European service platform will be established under the ReuseIT brand, which will allow companies to return their ITC devices that they no longer need to LGI. This also includes a cloud-based system in which customers can manage their projects and receive relevant information. In addition, the entire value creation process is mapped to enable uniform processes and high quality standards to be used to service customers across countries and sites.

- Cloud-based information system: all information and agreements in one place
- First-class logistics and reliable collection of used ITC devices
- Corporate data are erased from the devices in compliance with the GDPR, and the devices are professionally reprocessed
- The best sales channels for all devices
- Certified recycling network with high environmental standards
- Reporting on CO₂ reductions and data erasure reports

The benefits for companies are obvious to see:

- One point of contact for all services and countries
- Sensitive corporate data do not fall into the wrong hands
- The reprocessing of the devices supports company sustainability goals
- The sale of devices gives companies the financial freedom for new investments

Feel free to get in touch if you would like to find out more about this exciting solution or know a company that could be keen to use our services.

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www.reuseit.de

LGI NETHERLANDS New site, new services ON GROWTH TRAJECTORY



INTERNATIONAL

The Netherlands is often associated with tulips, cheese, windmills and clogs. Not to mention its association with the bicycle as a popular mode of transport, which also happens to be environmentally friendly. With 33,000 km of cycle paths, the infrastructure in the Netherlands makes it easy to integrate sustainable modes of transport into everyday life. For the LGI Group, the considerable importance of the sites is not just down to the major international transport hubs of Rotterdam and Amsterdam. The LGI sites also play an important role in the future strategy of the entire Group.



Origins in ITG

The national organisation in Holland has its origins in ITG. The branch in Amsterdam was opened in 1993 as the ITG Group's first foreign site. This was followed by a site in Rotterdam in 1996. The businesses developed well and were closely involved in air and sea transport. In the contract logistics segment, services were primarily provided for customers in the electronics industry. After ITG was acquired by LGI in 2013, the logical next step was to assign the ITG Netherlands to the LGI Electronics & Healthcare division. This was followed by the renaming of the company to LGI in 2020. At the time, it provided forwarding services in international sea and air freight as well as the management of 15,000 m² of storage area in contract logistics.

Acquisition of a high-tech specialist

Since then, a clear development and growth plan has been pursued for LGI Netherlands. The high level of customer satisfaction provided a reliable existing business, which established a solid foundation for further development. To expand the service offering with high-quality and additional technical services, the Dutch company Eijgenhuijsen Precision Transport B.V. was acquired in December 2021. It specialises in technical logistics and high-tech transport services and is a market leader in the Netherlands. As a result, we can offer customers end-to-end solutions with our own equipment. These services include pre-assembly, delivery and installation of technical devices at the customer's location, including initial instruction. The portfolio also

extends to handling test devices, similar to the LGI services in Germany, as well as the return of used IT devices, their reprocessing, data erasure and the reprocessing of machines for reuse as second-hand devices. Eijgenhuijsen has years of experience and an outstanding reputation. Just under 100 employees and 40 in-house special-purpose lorries guarantee excellent customer service. This strengthens the LGI Group's offer in the area of life cycle management and technical logistics in the Netherlands. At the same time, a further element has been added to the network to establish a Europe-wide solution platform for high-tech logistics.

INTERNATIONAL





Ultra-modern new site in Dordrecht

To meet the growing demand for space for existing and new customers, a new site in Dordrecht, about 20 km southeast of Rotterdam, commenced operation in December 2021. The brand new logistics property with 10,000 m² of warehouse space was developed entirely according to sustainability criteria and received a 'Very Good' rating from the internationally recognised BREEAM® certificate. The entire roof area is covered with solar panels, and direct use is made of the energy they produce. A wind turbine installed on the premises supplies additional power. No fossil fuels are used for heating, with 100% of the electricity coming from renewable sources. The entire building is exceptionally energy-efficient and also boasts 14 charging stations for electric vehicles. In addition, the rainwater is collected and used as service water instead of being drained into the sewers.



Without a doubt, the plant sets a new standard within the LGI Group. This is not just because the values of sustainability are deeply rooted in Dutch culture and because it is a country known for its windmills that is at the forefront of the development of renewable energy. This site also supports the company's ambition to promote sustainable and environmentally responsible activities.

This is something in which the roughly 40 employees who specialise in sea and air freight forwarding services (import and export) as well as customs clearance at the new site in Dordrecht take great pride. A major manufacturer of PCs and printers relies on LGI's services for all its import customs clearance activities. In contract logistics, this ultra-modern site, with its focus on cleanliness, offers the perfect conditions for LGI customers from the health care segment. This also benefits customers from other areas of technology, such as a major manufacturer of solar panels that uses the services of LGI in Dordrecht.

Well-equipped for the future

In the Netherlands, LGI can rely on a close-knit and experienced team to move it down its development path, which has since grown to include specialists from Eijgenhuijsen as well as new recruits. The capacities are expected to gradually expand in the coming years to support the growth of existing customers. The Management Board, headed by Cluster Manager Martin de Leng as well as Martina Weihing, Division Head Electronics & Health Care at LGI, also see great potential for high-quality end-to-end services in the new customer segment. LGI is perfectly set up for these activities in the Netherlands and looks forward to receiving and responding to any enquiries.

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NEW PREMIUM SITE FOR HEALTH CARE

High-quality services included



HEALTHCARE

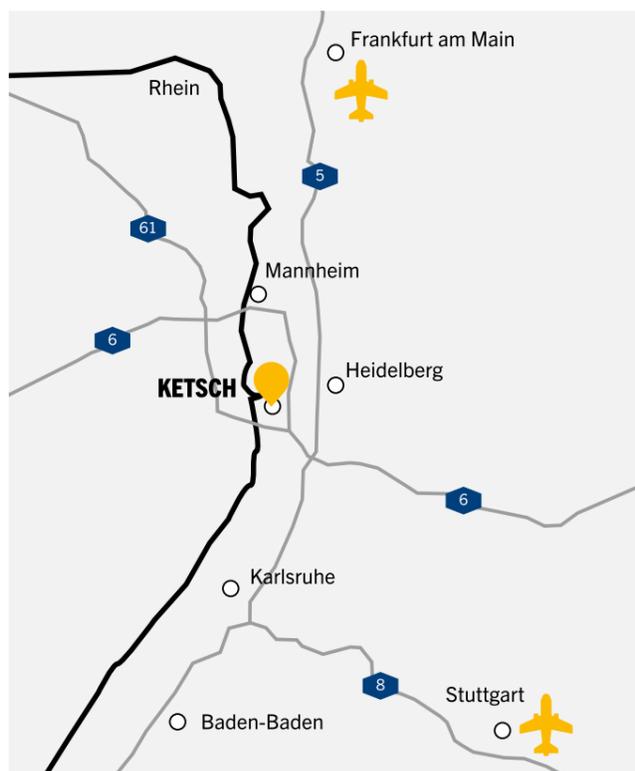
In autumn 2021, LGI acquired a new premium site in the Rhine-Neckar region with high-quality services for customers in the health care and life sciences sectors. The new logistics centre in the municipality of Ketsch, conveniently situated on the A6 and A61 between Heidelberg and Speyer, offers 35,000 m² of the latest logistics space with halls 12 m high.

Premium conditions

The new multi-user site, with its new and cutting-edge logistics buildings, provides the perfect conditions for logistics services specifically tailored to the health care and life sciences sectors. It supports temperature-controlled storage with special cooling chambers that permit temperatures down to -80 C. 30 ramp spaces as well as three ground-level access points to the hall enable seamless goods handling. The entire property is fenced in with full video surveillance and an access control system, and a security service monitors it. The fire safety system with the latest sprinkler equipment is state-of-the-art.



In addition to these technical features, comprehensive organisational measures are in place to strengthen security. The site is certified according to ISO 9001, ISO 13485 and GDP. Moreover, the customs office has awarded the site AEO-F certification.



Comprehensive services with high value added

Besides classic logistics services, such as warehousing, picking and returns processing, specially trained technicians also repair and reprocess high-quality analytical measurement instruments at the site, among other things. The site is also integrated into the LGI network for high-tech transport and two person handling. For example, the demo pool management for a medical technology manufacturer is managed from Ketsch.

Complete with growth potential

Renowned customers have relied on LGI for years and are impressed with this new site. For instance, it acts as a central warehouse for analytical devices, including spare parts logistics, and is the logistics hub for medical devices from the fields of ophthalmology and microsurgery. The focus on specialised solutions with high value added together with the multi-user approach creates maximum flexibility and excellent synergies – benefits that other companies from the health care and life sciences segments can also take advantage of, as the site currently still has free capacity in the demo pool and repair units.



HEALTHCARE

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IT SECURITY AT THE HIGHEST LEVEL

CrowdStrike Managed Detection and Response in use

NEWS



The security of the IT infrastructure and data should be the top priority for every company. Cyber-attacks are constantly increasing. No company is immune from these potential threats. The LGI Group has long been aware of this responsibility. To protect itself, dedicated security strategies have been implemented as a precaution. Despite this,

ITG suffered a cyber-attack in October 2019. Following this incident, we worked even more intensively to continuously improve IT security across the LGI Group to keep it at the highest level. A specific example of



this is the introduction of FALCON COMPLETE, one of the world's leading managed detection and response services provided by CrowdStrike.

Since December 2020, all clients and servers have been using a software component that identifies suspicious behaviour, such as trojans or hacks, in real-time, blocks these and transfers them to a CrowdStrike control server. This control server maintains an overview of all LGI Group devices worldwide as well as those of many other customers. Here, all suspicious behaviour is assessed based on a risk score. If necessary, an expert team at CrowdStrike is alerted. This expert team (also called the 'Cyber Operations Center'), which is available around the clock (24/7), analyses the alert and can immediately and independently take all measures agreed to with LGI (e.g. blocking a laptop or a network connection). If additional measures are necessary (e.g. the shutdown of an operating system), LGI's central IT team is immediately alerted.

Several attacks have been successfully averted since this system has been in use. The LGI Group is very proud to be able to offer customers this high level of cyber security.

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RELOCATION OF LGI DATA CENTRES

Modern environment for server infrastructure



Until 2020, LGI, together with its subsidiary HELiX Software + Support GmbH, established and operated its own data centres. As the demands for operating modern server infrastructure are constantly increasing and these tasks are not amongst our Group's core competencies, the strategic decision was made to outsource its solution to a specialist service provider.

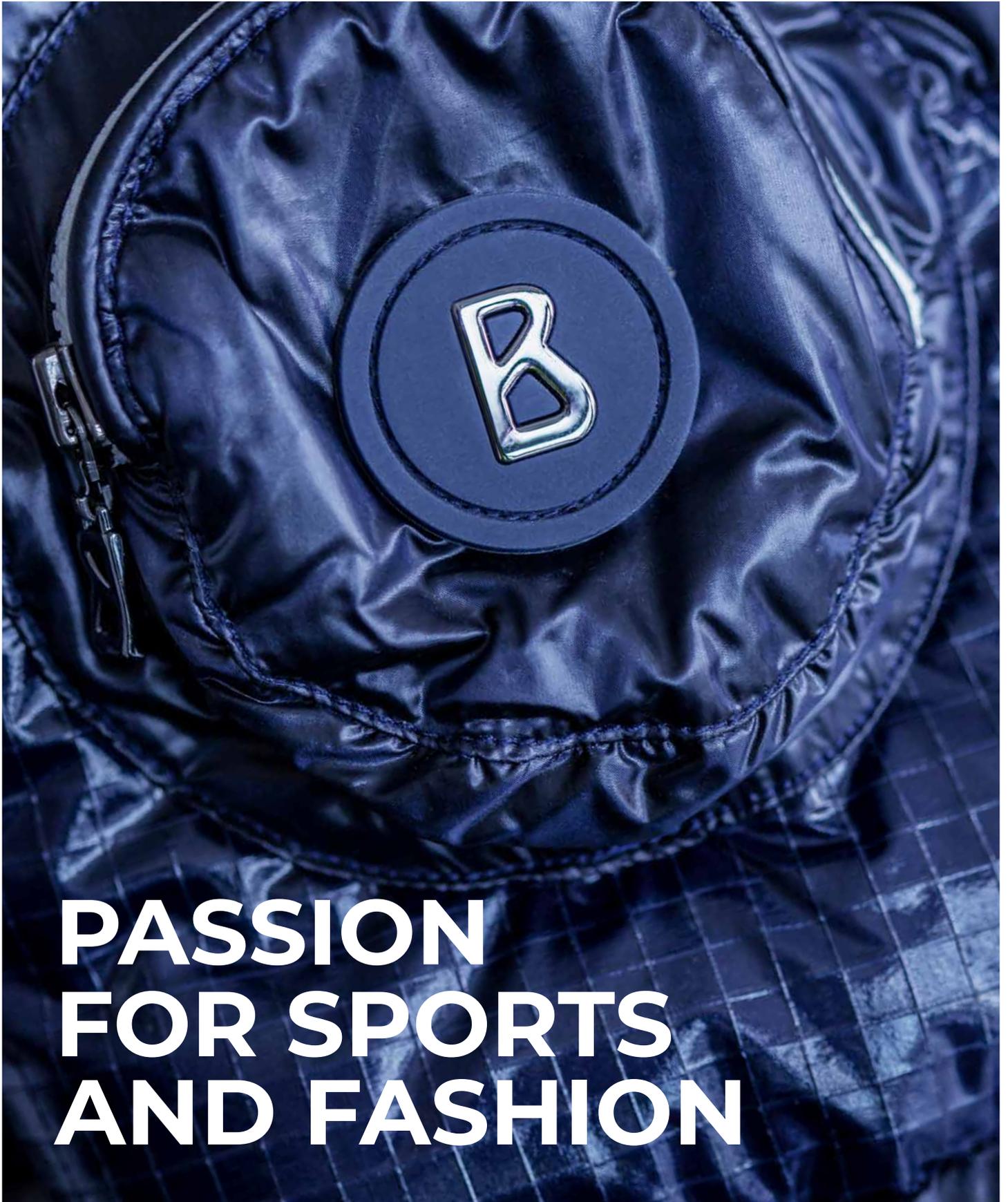
In 2021, LGI started migrating all its productive systems from its own data centres to the modern data centres operated by TelemaxX Telekommunikation GmbH. This is where the provider operates the server hardware for the LGI Group in the form of a private cloud. It has a redundant design that spans across two data centres. This means that operation is ensured even if only one of the two data centres is available.

Currently, around 95% of LGI's central productive systems are operated by TelemaxX, and the aim is to migrate the remaining applications as well. At the moment, the LGI environment includes around 220 virtual servers with around 750 CPUs, 2 TB of main memory and 50 TB of data.



These 220 systems were migrated in 15 waves across various weekends. The migrations were completed without any major loss of production, which is thanks to the countless project hours and extensive preliminary work.

This year, the ITG Group's IT department also launched a project to migrate parts of its server landscape to TelemaxX.



PASSION FOR SPORTS AND FASHION

BRAND MODERNISATION EXPANSION OBERHAUSEN WILLY BOGNER
E-COMMERCE SOLUTIONS SEA-AIR SERVICES NEW LOCATION IN ATLANTA



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E-COMMERCE

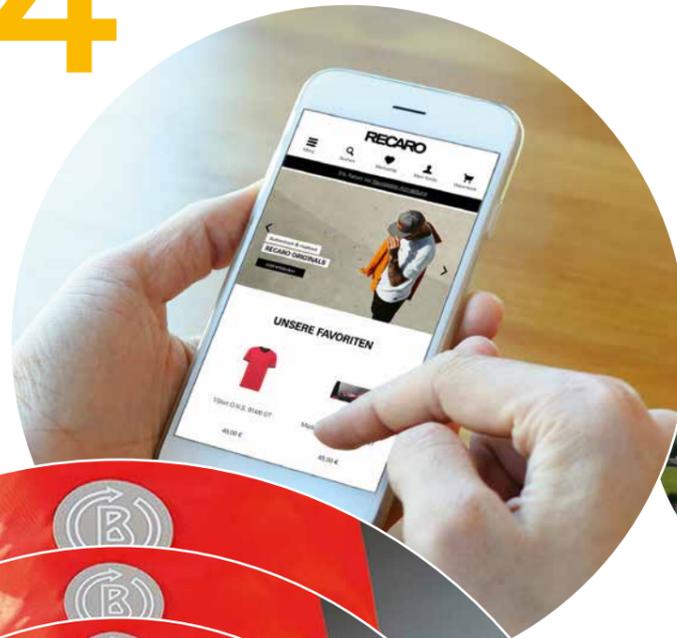
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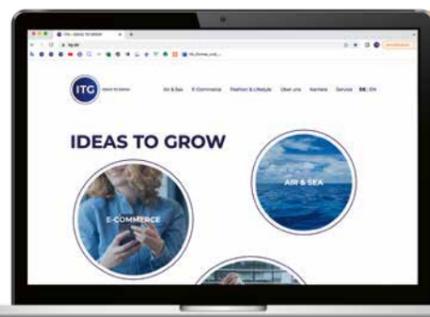
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06

Dear Reader,

In the last edition, we presented our magazine in a new, refreshed layout. You now have the latest edition in your hands, which looks different yet again. There are two very good reasons for this:

Firstly, we have modernised the ITG brand. In recent years, ITG has developed at a rapid pace. We found that the previous brand perception was no longer current and that the brand positioning no longer met our expectations. The new visual identity was presented in November 2021, and we have been working on its implementation ever since. One element of this ongoing development is our magazine, which now has a new look that reflects the changes. You can read more about our brand modernisation on page 4.

Secondly, we wanted to let customers, interested parties, partners and our entire workforce know about all the things that we, together with our parent company in the LGI Group, have to offer. As LGI did not previously have a customer magazine, it made sense to me in my new role as head of the Communication & Marketing department for both brands to create a joint magazine. So you are actually reading two magazines in one, with two cover pages in the printed version – depending on how you hold the magazine.

We look forward to receiving your feedback – be it praise or criticism. Both will help us going forward!

I wish you a pleasant read.
Yours sincerely,

Thomas Bogner

The use of the masculine form is only due to simplification and easier readability.
A rating is expressly not associated with this. ITG is committed to equal rights for all genders.

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ITG's NEW VISUAL IDENTITY

A fresh and modern look for the future

ITG INSIDE

ITG received a new visual identity at the end of November 2021. The most visible signs of this are the new logo together with the new motto 'IDEAS TO GROW'. But the brand modernisation isn't just meant to give us a trendier look.

The individual elements are part of a new brand strategy that will align ITG towards the future. The Group now offers much more than just forwarding services and contract logistics. The company has long been renowned for its flexibility, reliability and wide range of additional services that provide the customer added value. In future, ITG will continue to enhance its focus on integrated end-to-end solutions. In addition, ITG offers customers a broad range of services under one roof in the e-commerce segment, such as the development and operation of an online shop as well as financial or customer care services. The aim is to continue to expand and firmly establish ITG as a digital service provider.

A new look for a new direction

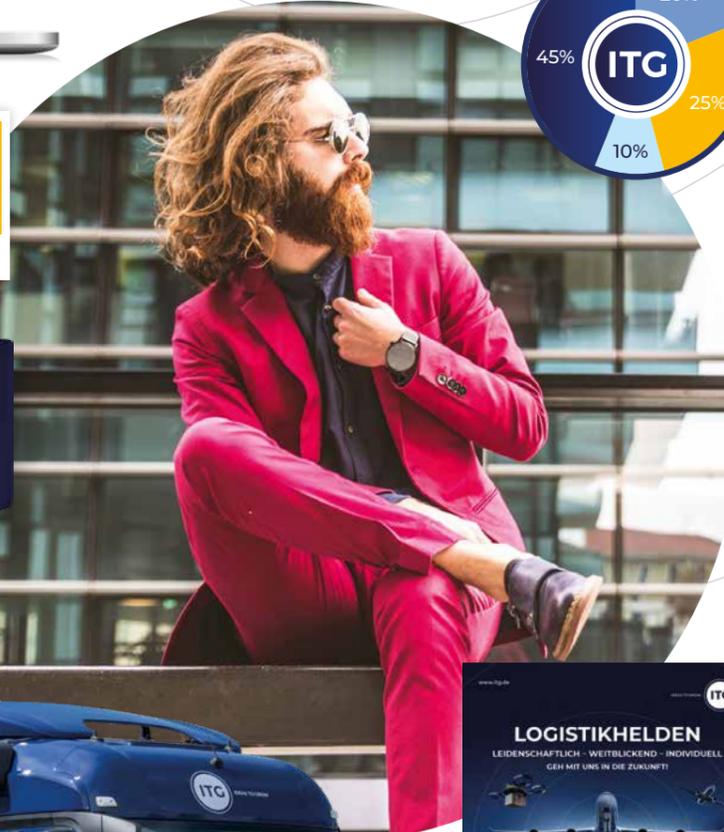
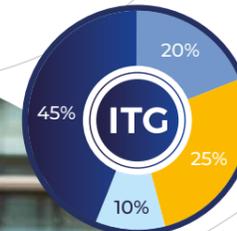
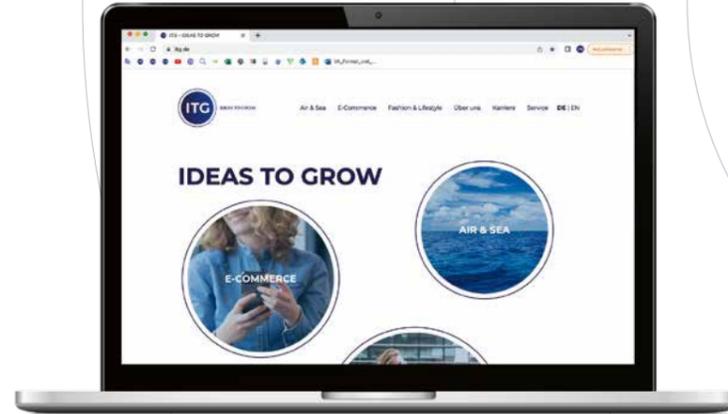
Driven by the strategic direction with a focus on integrated end-to-end solutions as well as the establishment of e-commerce solutions that go well beyond fulfilment logistics, the idea for the fundamental modernisation of the ITG brand was born in 2020.

ITG was firmly established in contract logistics for fashion and lifestyle and as a recognised service provider in the air and sea freight segment, but different customer groups had different perceptions of ITG. What's more, its level of recognition varied across the regions and was based mainly in Germany. The previous brand image was no longer current and the brand positioning no longer met our own expectations. This clearly showed that the profile of the ITG brand had to be fundamentally modernised, but without giving up its roots or its previous image.

Digital project work

The core objectives were defined in the summer of 2020 and the project was initiated with the invitation to conduct a tender for an external consultant. After selecting the experts that would advise and support us with the implementation, the kick-off to start the actual work took place in January 2021. This was divided into an exploration, strategy and transfer phase with subsequent brand design and, finally, the implementation phase. The project team comprised representatives of all decision-making units, including the Management Board.

The restrictions brought about by the pandemic meant that the entire project was executed digitally for the most part. All meetings and workshops, whether with external or internal partners, were held via Microsoft Teams. While this was initially met with scepticism, particularly for the workshops, it proved to be an efficient approach during the course of the project and has since established itself as common practice. Inspired by these positive digital experiences, the decision was also made to digitalise the entire branding and implement this using the Frontify brand management tool.



ITG INSIDE

The new appearance was designed based on a refined strategic process, which also laid the foundation for the positioning. This defined the brand idea, the brand promise, the brand story as well as the brand values.

Old and new combined

The new visual identity retains blue as ITG's main colour. The logo also keeps its round shape, as it was for the first 25 years after the company was founded in 1981. The new motto 'IDEAS TO GROW' highlights the company's brand message and reinforces the acronym ITG. At the same time, the modernisation reflects the Group's DNA positive traits.

Successful relaunch

The relaunch was set for 22 November 2021. This marked the day on which all the key visual elements of the external visual identity were expected to be available. It required the project team and its external partners to work through countless details. Besides the redesign of the itg.de and fastlane-commerce.com websites, the team also had to work on signs, printed material, file templates, email signatures and a whole lot more. For instance, the in-house building services team replaced all signs on the buildings and the premises at the head office in Schwaig on the Saturday before the launch. The relaunch was accompanied by extensive external and internal communication initiatives. For example, all employees received a 'grow kit' on the day, which contained various useful advertising materials in the new look. The staff received a detailed briefing by means of an interview video.

In the meantime, the new ITG look can also be found on the streets: a brand-new semi-trailer that will be used in the regular service for consolidated cargo between Schwaig and the central hub has already been ordered in the new look. And because we are committed to sustainability, a road train from the existing fleet has been repainted and relabelled. Further units will follow, albeit with a delay due to delivery bottlenecks.

And it's not just the new look of the lorries causing a sensation. The new visual identity has received consistently positive feedback internally as well as from customers and partners. This underscores the goal that Patrick Lindig, Managing Director of ITG and responsible for Communication and Marketing, formulates as follows: *'The new visual identity sends a signal, both internally as well as externally, that ITG has positioned itself for the future. In recent years, we have developed new services that will also help us approach new customer groups. And we want these groups to perceive us as a modern and attractive partner.'*



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SUCCESSFUL E-COMMERCE FULFILMENT

Large-scale expansion of the Oberhausen site

In November 2020, ITG commenced operations at the new site in Oberhausen. Driven by the growth of existing customers at the previous site in Neuss as well as the acquisition of several new customers, including the rapidly expanding fashionette AG, an online retailer specialising in designer handbags, shoes and other fashion accessories, the second expansion stage covering 30,000 m² at the SEGRo logistics park in Oberhausen was leased. In the autumn of 2022, the stage-three expansion project, which is currently underway, will enlarge the site will by over 50,000 m².



SITE OBERHAUSEN



Complete with photo studio

At this site, ITG continues to pursue its tried-and-tested approach of establishing large, multi-user logistics centres to ensure maximum flexibility and the greatest possible synergies. Besides our focus on e-commerce, this site also offers ITG's classic service portfolio in textile logistics for both hanging as well as flat-packed garments. This is complemented by extensive value-adding services in the field of textiles. These range from textile processing using the latest equipment, such as tunnel finishers, tumblers and ironing dummies, to working directly on the product, such as sewing, printing and other customisations. A professional photo studio specifically for e-commerce customers was set up in Oberhausen together with our partner Spice Media to create a fast and seamless content creation workflow for customers after the arrival of incoming goods.

First-class site conditions

The SEGRO logistics park in Oberhausen has outstanding transport connections thanks to features such as direct access to the A3 motorway. The site also provides excellent opportunities for further growth as vacant sites are still available for future expansion. In particular, the proximity to transshipment hubs of leading parcel delivery companies is a critical benefit for customers in the e-commerce environment, as this enables late cut-off times. These conditions were the deciding factor behind ITG's decision to move to the area.

At the end of 2020 there was no indication that the expansion opportunities mentioned above would in fact be needed so soon. Given the excellent conditions, a wide-ranging portfolio of high-quality services as well as successful, growing customers, the decision was made to lease the phase-three construction as well. This creates the urgently needed capacity for the growth of existing customers as well as new customer business.



STEFANIE VEDDER
Associate Director Development
Logistics at SEGRO

'The early full occupancy of our areas developed on a speculative basis shows the strong demand for modern and sustainable logistics space at our well-connected site in Oberhausen. The fact that they were able to support the growth of an existing tenant in ITG directly on site fits in perfectly with SEGRO's strategy that is focussed on long-term customer retention and cooperation.'



PATRICK LINDIG
Managing Director of Contract
Logistics at ITG Group

'This lease will increase ITG's total area at the Oberhausen site to around 80,000 m² and reflects the strong growth. Existing customers as well as additional new customers in the fashion & lifestyle segment will be able to take advantage of all the ITG services at this ultra-modern site. The focus will be on multi-channel fulfilment solutions with a high level of value-added services. Besides the alignment towards e-commerce, another key area will be the reconditioning of textiles. In addition to its excellent location, the design of the facility itself targets sustainable operation so as to invest in long-term growth.'



Focus on sustainability

The new areas will be developed based on the latest standards for sustainable, ecological and energy-conscious construction. The building envelope will have a progressive design and boast high-quality insulation to meet the requirements of the KfW 'Effizienzhaus 40' building standard. The new property will even supply its own green power: a photovoltaic system will cover the entire roof area, and the electricity generated will be used by ITG itself. The project in Oberhausen marks the first time that SEGRO is aiming to obtain the DGNB Platinum and DGNB Climate Positive sustainability certificates in Germany. The latter means that the CO₂ emissions generated by the building during operation and use is lower than the emissions avoided by the in-house production and export of emission-free energy from the building. Once the construction activities have been completed, the SEGRO logistics park in Oberhausen will be the first SEGRO logistics park in Germany with a wellbeing area. This means that employees can take advantage of seating and sports facilities in a green park area that is intended to support wellbeing.

Besides the new site in Dordrecht in the Netherlands, see report in the LGI section from page 12, Oberhausen is another LGI Group logistics site that champions an environmental approach and takes account of the Group-wide sustainability policy objectives.



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PASSION FOR SPORTS AND FASHION

ITG and BOGNER expand collaboration

Willy Bogner Jun. gained fame in 1986 with the film 'Fire and Ice'. In 1989 this was followed by FIRE + ICE, the first collection of sports and ski wear for young, urban consumers. But the fashion entrepreneur had already been successful beforehand as a skier and as a cameraman for spectacular ski action scenes in numerous James Bond films. ITG has been the central warehouse for the world-famous fashion label since the autumn of 2021.

Centralisation of all logistics

The realignment of the company in which the founder's son, Willy Bogner Jun., gave up his operational role in 2019 involved the complete centralisation of the logistics, which would be outsourced to an external service provider. ITG submitted a bid with an integrated plan and was subsequently awarded the contract.

ITG has been working with BOGNER in textile reprocessing as well as international transport for more than 10 years. Both companies share a passion for sports and fashion. This led to a long and close partnership that has become much more than a business cooperation. Gabriele Bormuth, Branch Manager ITG Contract Logistics in Schwaig, puts it as follows: 'We work together as a close-knit team. The mutual respect is extremely high, and you could rightfully say that we are part of the BOGNER family.' So there was no question that the BOGNER logistics team would find a temporary home at ITG in Schwaig, at Munich Airport, during the renovation of the BOGNER corporate headquarters. This spirit characterised the entire project phase for the outsourcing that commenced with the awarding of the contract at the start of 2021. The goal was to establish an integrated 'one stock' model that services all sales channels from a single warehouse.



TRUST AND PARTNERSHIP

Coming together to create new structures

Both the customer as well as ITG were very receptive to new solutions. The joint project team had a licence to think 'out of the box' and saw it as an opportunity to set the companies up perfectly for the future. Many processes were completely redefined thanks to the shared expertise. The result was a new logistics structure with the ITF Fashion Logistics Centre in Schwaig as its central base. Equipped with a hanger system, different storage options for flat packed goods as well as equipment for textile reprocessing and a professional sewing department, the new central warehouse is the centrepiece of the new BOGNER logistics structure. This also made it possible to set up parallel processes in incoming goods, quality assurance after AQL as well as textile reprocessing, which saves a massive amount of time. All physical processes in the warehouse use the same approach regardless of the sales channel. On the system side, all processes are controlled by the LogoS warehouse management system, including the programming of new dialogues to explicitly customise the system to the needs of BOGNER logistics. Due to BOGNER's high export percentage, part of the stock is managed as a customs warehouse at the individual item level. For all orders with a shipping address in the EU, these items are released for free circulation when removed from the inventory. If the destination is outside the EU, they continue on their route as a customs product in transit.

ITG impresses with numerous benefits

In addition to ITG's expertise in the area of fashion & lifestyle – especially in the high-end segment, key arguments for awarding the contract to ITG include its global network of logistics facilities that enables it to tap into new markets, its track record as a reliable business partner, ITG's experience in the area of textile quality control and its detailed knowledge

– particularly of customs processes. The BOGNER and ITG customs departments worked together to create a new process for the sample parts required by international sales staff, which is based on the Carnet ATA. A similar process that ITG has been using to deliver BOGNER products in the USA for an extended period provided the necessary blueprint. What's more, the customs expertise that exists in both companies facilitated the implementation of what can now be considered fairly rare customs procedures.

ITG also made a strong case with its extensive winter sports experience for other brands. This does not just come down to the extreme seasonality of the products, but also the increasing internationalisation and supplying customers that are not always easy to reach geographically, such as ski resorts.

Relocation in October 2021

Kenan Ziga, a long-standing and experienced ITG employee, took on the responsibility for this new process as Operations Manager. As the ITG project manager, he was also involved in developing and implementing the new structures. At the end of October 2021, the remaining inventory from the former BOGNER logistics centre in Heimstetten near Munich was transferred to Schwaig. The concept included a baptism by fire at the end of the season. Goods for the new season had already been delivered to ITG. But the disruption in the global supply chains required an ongoing change of plans. For instance, reordered items for the autumn/winter season that had actually already finished had to be processed by the new ITG warehouse during the implementation phase. After closing the former site, all B2B volumes were initially processed by ITG. This included all BOGNER-owned stores as well as global retail partners. All B2C orders will then be added in the fourth quarter of 2022.



Well prepared for the future

The start-up phase was able to be successfully mastered thanks to good joint project planning as well as experienced and committed teams on both sides and close cooperation between them. With the experience from the first season with the new ITG central warehouse, the team has now commenced deliveries for the 22/23 autumn/winter season, which will hopefully be fuelled by plenty of snow, relaxed coronavirus restrictions and a love of winter sports.

The family-owned company BOGNER, which celebrates its 90th anniversary this year, believes that it is well-equipped for the future. The realignment has already shown initial signs of success, not only due to the new logistics facilities. In doing so, the pioneer in luxury sports fashion can always rely on the performance of ITG – just like members of a family can always rely on each other. This is also sure to please Willy Bogner Jun., who celebrated his 80th birthday on 23 January this year.



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FASTLANE COMMERCE

Our end-to-end solution for e-commerce

E-COMMERCE

Originating in fulfilment logistics for the e-commerce sales channel, ITG started to set up a separate area for all e-commerce solutions in 2016. The service portfolio that has been established since then is marketed under the heading FastLane Commerce.

What is FastLane Commerce?

We explore new horizons and develop innovative concepts so that we can continue to offer our customers unique solutions, even in times of change and growing complexity. As everything is becoming faster and more digital, we are following suit and doing the same.

FastLane Commerce provides a comprehensive range of e-commerce services as an end-to-end solution from a single source. The approach of providing a proportionate solution and the speed of implementation are critical in this respect.

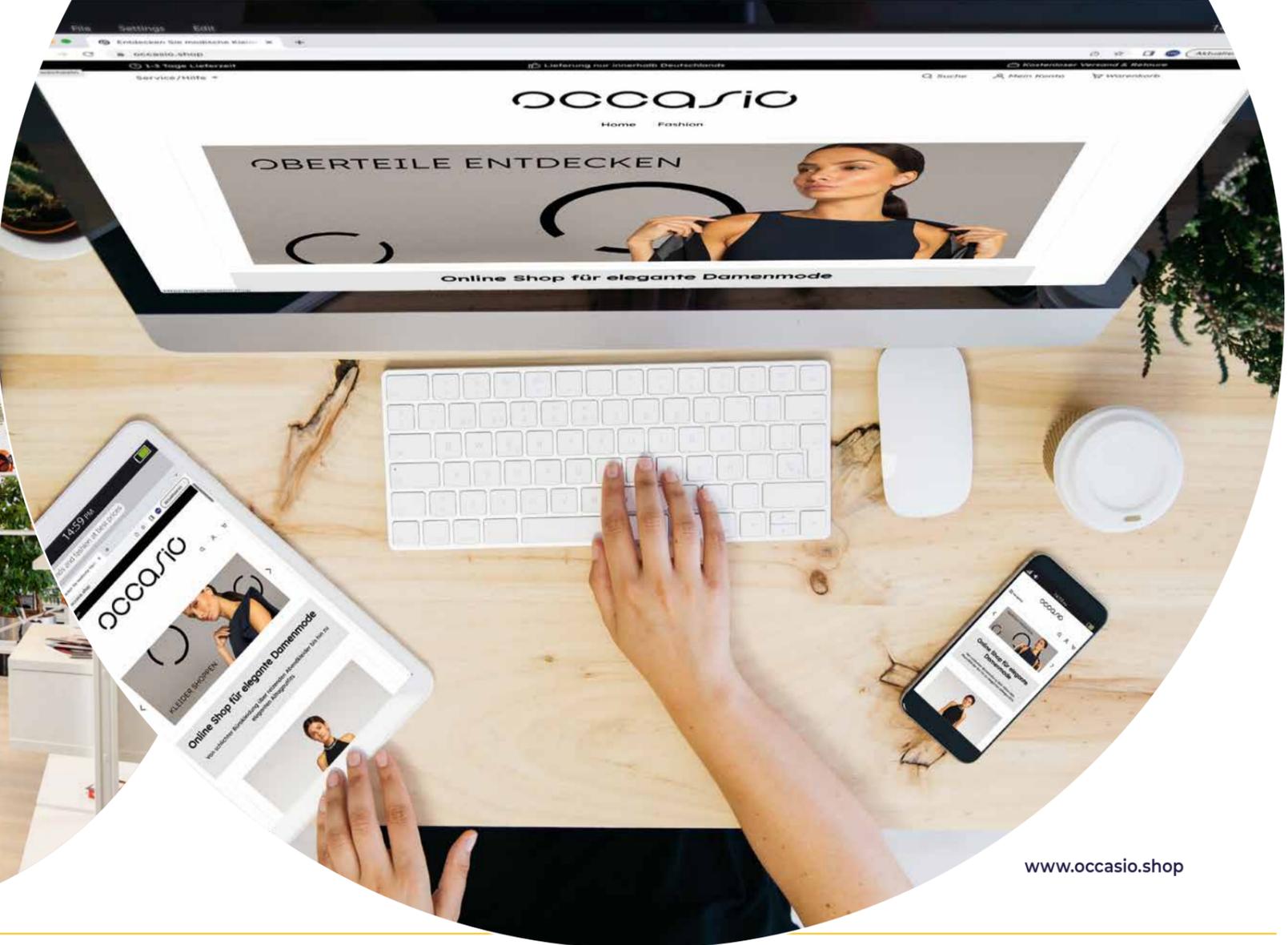
ITG recognised early on that e-commerce was more than just a boom and would change retail as a whole as well as the existing sales channels. Besides solutions for logistical fulfilment, particularly in the B2C segment, the portfolio has been expanded to include additional services. In addition, a separate e-commerce department headed by Karsten Oelmann was set up in September 2016. We have developed a service portfolio that offers complete solutions but still allows us to flexibly respond to the individual needs of our customers.

We offer our customers a complete digitalisation strategy, including handling certain e-commerce services. Right from the very start, we consider ourselves to be a partner working side-by-side with the customer. Our range of services extends from consulting and designing end-to-end e-commerce solutions to their implementation, live operation and further ongoing development. We combine our expertise with that of our strong partners. Our solutions are aligned to the needs of our customers. All of our e-commerce service modules can be individually selected to create a bespoke solution.

Where do we stand with our services?

In recent years, we have built up extended management services alongside logistics, fulfilment and last mile distribution.

Each service is modularly selectable according to your business needs.



www.occasio.shop

Frontend E-Commerce Services



Online Shop & Marketplace Set-up

- B2B and B2C store set-up
- Design and feature development
- Technical support
- Store hosting
- Ongoing optimizations
- Development
- Integration marketplace



Online marketing

- Strategy development
- SEO
- SEA
- Newsletter and email marketing
- Social Media Marketing
- Campaigns and promotions



Content Production

- Photo production
- Video production
- 360° shots
- Product texts
- Marketing texts

Backend E-Commerce Services



Headless e-commerce

- Order and process management
- Article, supplier and customer management
- Master data management
- Data transparency
- Marketplace connection
- Reportings



Store & Marketplace Management

- 360° Service
- Key Account
- Process monitoring
- Performance tracking and analyses
- Article data and content maintenance
- Partner Management
- Accounting



Customer Service

- 1st level support
- Multilingual
- Product consulting
- Customer history
- Order status
- Shipment tracking
- Complaint management



Financial Services

- Risk management
- Payment methods
- Credits
- Discounts
- Accounts Receivable Management
- Receivables management
- Collection



Webshop operator

- Merchant model
- Consignment goods
- Shipping on own account
- Contract partner to end customer
- Third party liability regulated



Logistics & Fulfillment

- Goods receipt
- Quality
- Storage
- Pick & Pack
- Returns handling
- Value Added Services
- Infrastructure



Last Mile Distribution

- Distribution
- Carrier Management
- Claim Management
- International solutions
- Track & Trace
- Accounting
- Reporting

360° E-COMMERCE SOLUTIONS

ITG FastLane Commerce

offers customers the complete setup of a new online shop or the acquisition and further development of an existing shop as well as a link to relevant online marketplaces. For our B2B and B2C shop solutions, we take over the technical support as well as the further development of usability and the user experience. We employ relevant online marketing tools – from SEA and SEO to social media marketing – in order to generate more traffic and sales in online shops. Technical interface solutions for rapid connection to the relevant, popular online marketplaces in the fashion and lifestyle environment are available.

In addition, we work together with our partners to perfectly stage our customers' products and create high-quality content for their online sale. In autumn 2021, an in-house photo studio was set up at our 360° e-commerce site in Oberhausen. We combine our fulfilment services with content creation and provide a full service, integrated into our ongoing fulfilment operations, all from a single source.

In the operational handling of the orders and processes, we map all procedures centrally in our order and process platform (middleware) and direct all process participants. A clear system structure enables maximum flexibility and scalability. All orders, whether from the web shop or the marketplace, are transmitted to a central point. The data are then transferred to the IT systems involved via interfaces. Our standard interfaces linked to numerous marketplaces and online shop systems facilitate the connection. At the same time, our standardised processes and additional interfaces support rapid onboarding.

Our shop and marketplace managers are trained in processes in the national and international environment and manage all the processes on a daily basis. For customers, when used as a 360° service, this means: one point of contact for all concerns.

Our Customer Service team would be pleased to assist your customers in their upstream interactions and the sales process as well as in the after-sales area. The team is always in close and direct contact with the end customers to ensure competent and timely support.

In the finance area, we handle the entire payment transactions process. What's more, our ITG merchant model makes it easy to outsource the entire online shop and the associated organizational time and effort.

At this point, we won't delve too deeply into logistics services and our fulfilment. These are at the very heart of the ITG Group, and these skills are the basis of our success. We want to use these tailored and customised logistics solutions to contribute to the success of our customers.

In addition, we provide a custom-fit concept for last-mile delivery: we enable national and international transport solutions for B2C and B2B shipping and ensure a modern and reliable supply chain. As independent experts, we choose the optimum transport solutions and deal with tender management as well as rate negotiations and manage all transport service providers.

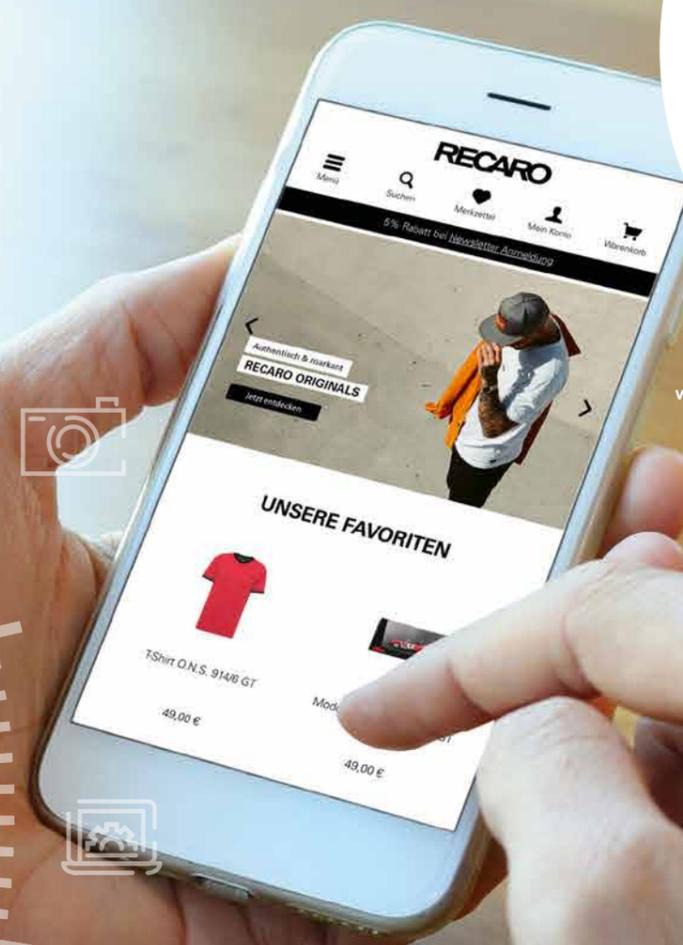
Successful collaboration

We have already successfully implemented the FastLane Commerce solution for numerous customers. These include classic fashion brands as well as brands from other sectors for which we handle the marketing and sale of their merchandising lines.

For example, for one of our customers, we handled the initial setup of the online shop and also established various national shops and marketplace connections to the relevant fashion marketplaces over a period of three years. This means that the customer receives everything from a single source, from incoming goods to the call centre, which also keeps expenses generated by the internal organisation of the online business low.

You can find more information about our end-to-end solution at www.fastlane-commerce.com

or just give us a call!



www.recaro-shop.com



www.stihl-markenshop.de



www.fastlane-commerce.com



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A GOOD COMBINATION TO REACH THE DESTINATION

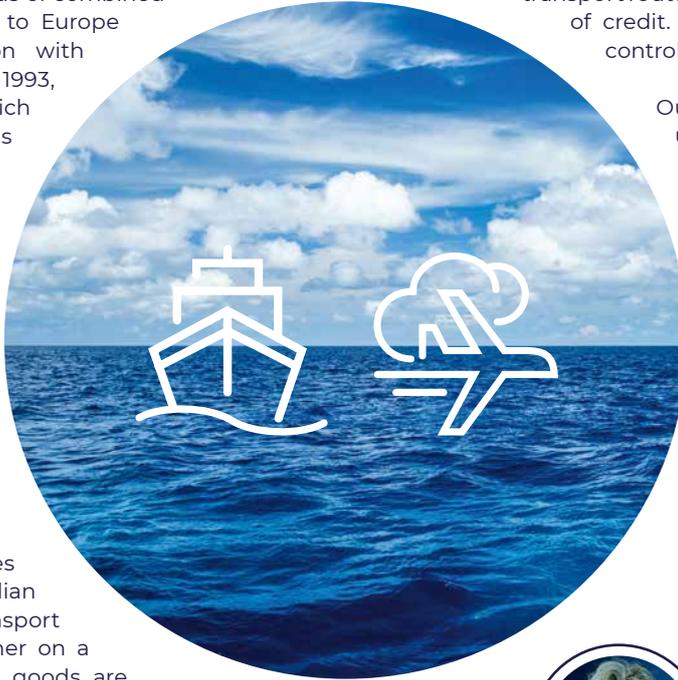
Sea/Air-transport as alternative



NEWS

ITG is a pioneer in combined sea/air transport. As far back as the late 1980s, these kinds of combined transport operations from Asia to Europe were organised in cooperation with our former partner in Dubai. In 1993, SeaAirGulf Transport GmbH, which specialises in this area, was acquired and this transport segment was gradually expanded.

This type of transport has since reemerged as a viable alternative to classic sea-based shipping, expensive air freight and block train transport by rail. In the inter-national freight business, sea/air transport has established itself strongly in areas where transport needs to be cost-effective but still fast, especially on routes from the Far East and the Indian subcontinent to Europe. Transport initially takes place in a container on a ship to Dubai, from where the goods are flown to all international airports in Europe.



A continuous freight document is issued for the entire transport route, which can also be used for letters of credit. ITG, therefore, ensures seamless control, including shipment tracking.

Our regular connections can also be used for small shipments. And we naturally arrange for seamless customs processing at the destination. The delivery time from door to door is between 14 and 19 days, depending on the departure site and destination. In addition, the CO₂ emissions are only around half those generated by pure air freight.

We would be pleased to create an alternative transport strategy for you.



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NEW SITE IN ATLANTA

Continuous growth in the USA



In autumn 2021, ITG inaugurated a new Air & Sea branch in Atlanta, USA. This means that we now have an office in the southeast of the USA, in addition to the Boston site that dates back to 1994. This move aims to maintain the continuous growth trajectory of our US subsidiary. The new office is headed by Bryant Goss in the function of Regional Manager Southeast. In addition, Guido Voss, who helped to establish the US branch of ITG in 1994, is the President of ITG International Transports, Inc. and manages the US national organisation from his office in Boston.



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