

EVERYTHING FOR THE FANS



FASHION & LIFESTYLE

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The use of a masculine gender form is only due to simplification and easier readability.
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Thomas Bogner
Head of Communications + Marketing

08



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THE WORLD AS A GUEST IN MUNICH

Dear reader!

The world as a guest in Munich: This statement applies not only every year at the Oktoberfest - affectionately called „Wiesn“ by the locals - but also every three years at „bauma“, the world's leading trade fair for construction machinery, building material machines, mining machines, construction vehicles and construction equipment. And also every two years at the „transport logistic“ trade fair, the world's leading trade fair for logistics, mobility, IT and supply chain management. This year, all three events will take place in Munich, which the hotel industry is particularly looking forward to and which is why the logistics trade fair will not open its doors for four days until the beginning of June.

This year, LGI and ITG will be represented as exhibitors with a joint stand. We look forward to seeing you there. We don't have any construction machines, but we can present you with exciting projects with logistics automation, such as the use of Locus robots. At least as exciting as an excavator. And we will also serve beer - but not in beer mugs.

It remains exciting to see how the economic development will continue. We approach the challenges with determination and drive because we are doers. In doing so, we focus on innovation, digitalization, automation and, above all, flexibility. In this way, we ensure that we always optimally support and improve your supply chains.

Another important point for us is resilience. The last few years have shown how important it is to be flexible and resilient. Through continuous development and investment in the latest technologies, we strengthen our adaptability and your success.

This issue of our magazine provides you with a few examples. Let us inspire you and let us take the next steps together and shape the future with confidence!

Yours sincerely

Thomas Bogner

EVERYTHING FOR THE FANS

Logistics partner for sport

With many years of experience not only in the fashion and merchandising sectors, but also as a logistics partner in sports, ITG is familiar with the special challenges before new seasons, major events or new product launches. Preparation must be precise and accurate. Coupled with short-term peaks in demand, this requires a high degree of flexibility, which ITG has been providing at its multi-user locations in Munich, Oberhausen and Reichersberg (Austria) for many years.

Originally, club sports emerged in Europe in the 19th century, particularly in Great Britain and Germany, as a movement to promote physical training to encourage health and well-being, to communicate social values such as fairness and team spirit, and for social integration. What began locally became more professional in the 20th century through organized competitions and leagues with accompanying reporting. Sports such as football, tennis and athletics, but also American football, baseball and cricket, became increasingly popular. Today, professional sports are a major economic sector with a market value of around 507 billion US dollars in 2024, which is growing further through media rights, sponsorship and new technologies. Women's sports are also gaining in importance and are contributing significantly to the increase in revenue.

Footballers, and now of course female footballers too, are not only key players for their clubs, with whom they wish for sporting success, but also idols and role models. When a player changes clubs, fans often want to have their star's new jersey. On the other hand, it has become established practice in many professional sports to present a new jersey every season. In addition to the standard jersey, there are also various other versions, such as the away jersey, jerseys for national or international cup games, or anniversary and special editions. In the past, jerseys were only updated every few years, but now die-hard fans want to buy a new one every year. The factors driving sales require a corresponding logistics system: sales of discontinued items drive up the order peaks, as does the official presentation of the new clothing. In the case of the latter, confidentiality must

have to be flocked in a short time. Whether it's a back number, player name, personalized name or different sleeve batches, the specialists at ITG not only flock the coveted jerseys quickly, but also extremely precisely.

In addition to the numerous variants, the short lead times pose a challenge: in the case of new players, it is necessary to wait until the signing is official. Since the transfer window is open until after the start of the season, there may still be changes at short notice even for players under contract. Therefore, hardly anything is produced in advance outside of the standard.

But fans don't just equip themselves with new jerseys: ITG also embroiders caps, scarves and polo shirts. And even cell phone covers to decorate the backs of smartphones are plotted. In addition to the playing apparel, a team line is offered alongside various fan items, which can be customized with personal names and initials. Mostly, a multi-piece set is ordered in which one matches the other. And the fan can feel like a squad member.

If something is returned, ITG's returns service also takes care of grading (categorization) and reprocessing so that the items are quickly available for resale and the customer receives a refund. Personalized products are non-returnable, but are sometimes returned anyway. Here it is important to find out

also be maintained – even if the new outfit is often revealed beforehand. The source of this usually lies between the production site and onward transport.

Particularly in the preparation for a new season, the services of Value Added Services (VAS) are in demand: for example, a large number of jerseys

whether it is a quality defect in the goods, an error or whether the buyers have changed their minds after all.

It is not only in contract logistics that customers rely on our services. In the area of procurement logistics, ITG not only handles transportation from the production site to the warehouse. Here, we control the flow of goods as a control tower and create the appropriate



transparency in the supply chain by networking the IT systems of the players involved. But we also control distribution to the points of sale and to the end customer, for example, through our CEP management.

In addition to day-to-day business, ITG has a wealth of experience in overcoming special challenges. For example, when new products are

presented at an event, whether it's a jersey or an official match ball, it is important to maintain confidentiality up to this point, although the products should be available for official sale in many places from this point on.



Planning, preparation and implementation of such are the pinnacle of the logistical abilities of ITG's specialists, which they are always happy to demonstrate with flying colors.

Do you also want to benefit from our services? We would be happy to advise you, you don't need to have a professional team in the top leagues for that. We are equally happy to work for manufacturers and retailers.



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CEP AS A SERVICE

More than just parcel shipping

Today's logistics must quickly adapt to changing requirements. Efficiency is a key to success. In addition to the wide and extensive range of contract logistics, ITG has now successfully developed in the field of national and international parcel delivery.

We want to help companies in the fashion and lifestyle sector to manage the complexity of parcel shipping. With customized solutions, ITG addresses the needs of customers and their end customers, whether in e-commerce or B2B.

A central component of the restructuring was the bundling of CEP (courier, express, parcel) contracts. In doing so, we combined all the volumes we managed and negotiated new framework agreements with the industry's leading carriers. In addition to optimizing our contracts, we were able to expand our range of services in the area of national and international parcel shipping.

We pursue both short-term and long-term goals for our customers. In the short term, our main focus is on creating immediate added value through targeted optimizations.

1. Contract Management:

Efficient management of CEP contracts. Quickly identify and adjust service to realize immediate cost savings and risk mitigation.

2. Claim Management:

Introduction of structured claim management, which leads to a reduction in disputes and faster processing. This increases customer satisfaction and reduces financial losses.

3. Billing Control:

Accurate and efficient processing of billing. Minimizes billing errors and eliminates improper payments.

4. Customer Portals:

User administration and configuration of the carrier customer portals to ensure smooth and rapid resolution of customer service issues.

5. Cut-Off-Optimization:

Targeted optimizations ensure that orders are processed and shipped efficiently. The result is a reduction in delivery times and an improvement in customer satisfaction.

In the long term, our service aims to strategically and sustainably strengthen the brand in the market.

1. Benchmarking:

Regular benchmarks enable us to evaluate carriers, compare prices and contrast different approaches. This makes it possible to conquer new markets quickly, efficiently and cost-effectively.

2. Concept Design:

ITG works with clients to develop innovative concepts to expand service offerings and differentiate themselves. These concepts are designed to anticipate and implement future market trends.

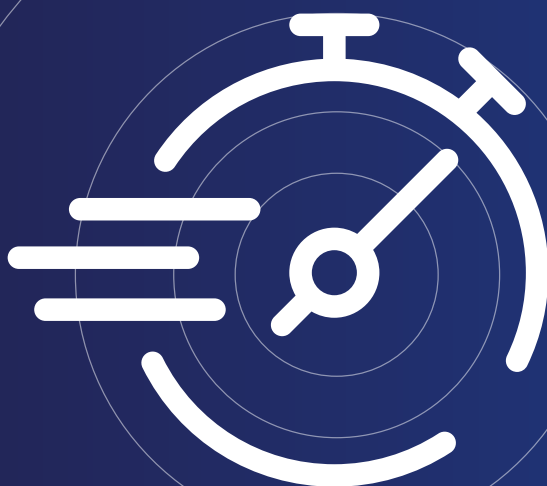
3. CEP-Cockpit:

Customized dashboard that displays all relevant KPIs and data in real time. In the long term, the tool supports data-based decision-making that quickly identifies changes and opportunities.

Our CEP management services are designed to increase efficiency in the short term and to benefit from industry trends and opportunities in the long term. By combining operational excellence and strategic foresight, we lay the foundation for CEP management to enable a positive purchasing experience for the end customer as the ultimate goal.

We are always available for further information and individual advice. Together, we are shaping the CEP management of the future: efficient, reliable and customer-oriented.





FOCUS TURKEY



Turkey is not only popular with tourists. In 2023, the country, situated between Europe and the Orient, attracted almost 50 million international guests, with German travelers in second place. This makes tourism an important sector of Turkey's economy.

But the other economic relations between Germany, the European Union (EU) and Turkey are also very important. They are characterized by close trade and investment links. Germany is traditionally Turkey's most important trading partner within the EU. In 2022, the bilateral trade volume reached almost 200 billion euros. German exports to Turkey mainly include machinery, electrical goods and motor vehicles, while

Turkey mainly supplies textiles, food and, increasingly, motor vehicles to Germany. There are about 7,700 German companies operating in Turkey, active in sectors such as mechanical engineering, the chemical industry, textiles and clothing, and tourism.

Despite political tensions, the economic relations between Germany, the EU and Turkey remain robust, supported by mutual trade and investment interests. Due to the vulnerabilities of global supply chains in recent years, Turkey is moving into focus as a production location for the European market in the context of nearshoring. An unstable currency and political uncertainties are challenges that need to be addressed. In contrast, the logistical connection is stable and secure.





Powerful connection of the economic areas

Many years of experience

ITG has been providing truck transportation to and from Turkey for over 30 years. Whether hanging garments (GOH) or express transportation: a transit time of 60 hours is not a problem for us.

Numerous customers from the fashion, lifestyle, industrial and automotive sectors rely on our expertise. For example, ITG was recently awarded the contract to take over all landside procurement transports for a European fashion chain for its approximately 1,400 stores in 18 European countries. Here, the experts at the Schwaig location handle between 10 and 20 truckloads per week, primarily with garments on hangers (GOH). For a new automotive business, the trucking team organizes between five and eight complete truckloads for export from Germany to Turkey.

First-class service with personal support

What distinguishes our services are reliability, cost efficiency and a high departure frequency in both directions, including individual support with a personal point of contact. In both countries, ITG has modern transshipment warehouses that allow for consolidation and deconsolidation as well as further value-added services for shipments. Of course, comprehensive customs clearance is also part of our portfolio.

With our team of experts, we offer you the complete supply chain from the supplier to the end recipient. This also includes personal implementation and on-site support for suppliers. With our web portal, orders can be transmitted to us in a time-efficient manner and tracked via Track & Trace. Do you also have a need? Get in touch, we look forward to hearing from you.

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COVER TIPS

E-COMMERCE

Providing relief with pop-up storage areas

In the past, retailers were able to plan for seasonal peaks because of the fixed dates of the summer and winter sales. At most, a sudden increase in demand due to a sudden spell of good weather could be unforeseen. This has changed dramatically. In addition to the growth of e-commerce, there are other sales models that require flexible and rapidly available logistics capacities.

Nowadays, consumers' buying intentions are less predictable. Although campaigns are used to create targeted incentives, some hype comes as a surprise. In addition, sales concepts and channels are highly complex: short-term availability, scarcity through limited editions or special editions are just a few examples. Events also drive short-term demand for resources for warehousing, picking and distribution. Good examples of this are major events such as the European Football Championship, the NFL games played in Europe or music festivals, which are getting bigger and bigger.

What has so far only been available in the stationary retail sector or at most from party locations, namely the short-term use of space, is now also available from ITG in the logistics sector: with so-called pop-up warehouses, we enable customers to provide relief at short notice. With our highly flexible infrastructure, we are able to provide storage and shipping capacities at very short notice. In addition to quickly available logistics space, we can also provide personnel very flexibly thanks to our joint venture with the personnel service provider Adecco. The existing technical infrastructure allows us to temporarily set up a pure overflow or replenishment warehouse, but also to handle complex e-commerce processes.

For example, ITG has been handling bulky items from the range of a well-known e-commerce provider in its modern multi-user logistics center in Oberhausen since the fall of 2024 until the end of the year. The setup was ready in just two weeks. The first incoming and outgoing goods took place the very next day.

Since the beginning of 2025, ITG has also been providing a large shoe retailer with over 4,000 stores in more than 30 countries with storage space in its multi-user logistics center in Oberhausen, which the retailer manages with its own resources but benefits from the infrastructure and conditions, such as daily pick-up by all major parcel service providers and access to general cargo networks.

Do you have peaks that you would like to be able to cover quickly and flexibly externally? Get in touch, we're ready and waiting!



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tl transport
logistic

THE LOGISTICS WORLD MEETS IN MUNICH

From June 2nd to 5th, 2025

the world of logistics will meet at the transport logistic trade fair in Munich. Demand for the leading trade fair for logistics, mobility, IT and supply chain management is higher than at the last event. The exhibition area will be expanded to include two additional halls. This means that the trade fair will cover 150,000 square meters, spread across twelve halls and track space in the outdoor area. The accompanying air cargo Europe will occupy two halls for the first time, thus underlining its importance as a meeting place for the global air cargo community.

ITG will also be represented as an exhibitor. We will be presenting our high-quality logistics solutions in the Fashion & Lifestyle sector, as well as our transportation services. We are looking forward to interesting discussions and would like to invite you to join us. Visit us at

Hall A3, Booth 215/316.

If you are interested, you can already register by emailing to marketing@itg.de.

Meet us in Munich at
transport logistic 2025



FASHION IS BOOMING

Expertise expanded in the USA



FASHION & LIFESTYLE

The US fashion and lifestyle market is one of the largest and most dynamic in the world. In 2024, sales in the fashion market are estimated to reach around 197.4 billion US dollars, with an expected annual growth rate of 8.62% by 2029, resulting in a projected market volume of 298.4 billion US dollars (source: Statista).

In addition to the fast-paced fast fashion segment, in which the Chinese supplier SHEIN has been able to significantly increase its market share, demand for luxury fashion has remained stable despite economic uncertainties. European brands such as Gucci, Louis Vuitton and Prada are particularly well represented here. Furthermore, the sports and leisurewear sector has become increasingly important as consumers pay more attention to comfort and functionality. Brands like Nike and Lululemon dominate this sector.

In the US, too, consumers are increasingly prioritizing environmentally friendly and ethically produced fashion, prompting brands to implement sustainable practices. This represents a clear opportunity for brands from Europe, where ITG is happy to support with its fashion logistics expertise.

Overall, the US fashion and lifestyle market remains dynamic and adaptable, continuously adapting to changing consumer preferences and global trends. This also makes it challenging for logistics. This is where ITG comes in.

ITG transferred its fashion expertise to the US many years ago, setting up a warehouse in Boston (MA) for a long-standing

customer to supply the North and South American markets. While this operation was almost exclusively geared to this customer for many years, the organization has since broadened its base (see MOTION #23). The founding of ITG Logistics USA Inc., a wholly-owned US subsidiary for contract logistics in addition to the activities of ITG International Transports Inc., which has existed since 1994, underscores this step. Martin Fehn is consistently driving the expansion of activities. He has both European brands that want to expand into the US and local companies that want to stand out from mass providers with excellent service in mind.

In mid-2024, the company started providing logistics services for three new customers in the fashion industry in the US. We provide complete e-commerce fulfillment, starting with incoming goods, warehousing and picking, and ending with shipping. In addition, we take care of the complete handling of returns; this also includes so-called "grading", i.e. the assessment of the returned items according to their condition, as well as the preparation to make them saleable again. Another element of our service portfolio used by these two customers is ITG's carrier management. Here, our customers benefit from highly attractive package prices for both shipments and returns, both from Europe to the US and within the US and Canada.

In addition to local fulfillment in the U.S., we offer European shippers a very attractive returns service for their U.S. customers: items are shipped from one of our German or European fulfillment centers directly to the U.S. and Canada. The returns go to the ITG fulfillment center in Boston, where grading and processing take place. This speeds up the creation of credit notes for the end customer and reduces high transport costs back to Europe. In addition, the returned items are immediately available again in the shop and can also be shipped again from the local USA stock.

In addition, ITG in Boston also handles Amazon, be it the replenishment of goods to an Amazon warehouse or the collection of returns and pre-season goods.

Contact us if you are active in the American market or want to be: with our expertise and the ITG quality promise, we will help you to be successful there as well.



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MANAGEMENT STRENGTHENED

Erich Neupert new Vice President Operations for USA

Erich Neupert has been strengthening the management of ITG in the USA since mid-2024.

Erich Neupert has almost 20 years of experience in the logistics sector, gained in both Europe and the USA. He has previously held positions as head of global account management, as a route manager for Central and Eastern Europe/North America and in the field of supply chain optimization for e-commerce. He has held professional positions with renowned logistics companies such as Expeditors and Gebrüder Weiss, as well as with the e-commerce company Wayfair.

Erich is responsible for all operational matters at the Boston location of ITG USA. He also heads US sales activities with a particular focus on supporting the German-American trade route.

Erich Neupert will transition into the role of President of ITG USA by May 2025, when Guido Voss, who celebrated his 30th anniversary with ITG in October, will retire.

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IDEAS TO GROW

**WE ARE FANS.
WE ARE LOGISTICS.**

We warmly congratulate FC Bayern München e.V. on its anniversary, wishing many more successful years in all areas.



TECHNICAL LOGISTICS



OUR CARE

// SUSTAINABILITY **04**

REUSEIT

// DATA SECURITY **06**

FASHION & LIFESTYLE

// BERGEN LOGISTICS **07**

PROCESS & TECHNOLOGY SOLUTIONS

// SKILLFULLY USING AI **08**

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// RELOCATION LGI HEADOFFICE **10**

TECHNICAL LOGISTICS

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LGI WORLD

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Bernd Schwenger
CEO

TOGETHER INTO THE FUTURE

Dear reader!

I am pleased to welcome you to the latest issue of our MOTION magazine. This issue is special because this year we are celebrating 30 years of LGL – a time in which we have been able to celebrate many successes together and a milestone of which we are proud. Much has changed, but our aim of offering you outstanding and customized logistics solutions remains the same.

The current economic challenges require determination and drive. Instead of waiting for improvements through politics, we are taking our destiny into our own hands. We are doers. At LGL, we focus on innovation, digitalization, automation and, above all, flexibility. This is how we ensure that we always provide optimal support and improvement for your supply chains.

Another important point for us is resilience. The last few years have shown how important it is to be flexible and resilient. Through continuous development and investment in the latest technologies, we strengthen our adaptability and your success.

We are particularly proud of the many exciting topics that this issue of our magazine offers:

- Sustainability and diversity: Our contribution to Earth Hour and Diversity Day.
- Artificial intelligence: Insights into the use of AI tools that enrich our daily work at LGL.
- reuseIT: Success story of the data center shutdown and the resulting business cases.
- New services: Discover the new services and products offered by our EMEA-wide districenter in Hünxe.
- European TLO network: We have strengthened our network in Europe, particularly in Great Britain
- Relocation of the head office: Our new head office is now back in Böblingen: back to the roots.
- Bergen Logistics: We are pleased about the opening in Oberhausen.
- tl 2025 trade fair: An outlook on the upcoming trade fair – will we see you here?

As a company, we focus on quality – our former claim “Made in Quality” has always shaped us. This quality and our pursuit of continuous improvement are what make us strong and will continue to make us successful in the future. In these uncertain times, it is all the more important to carry peace in our hearts and to work together for stability and security.

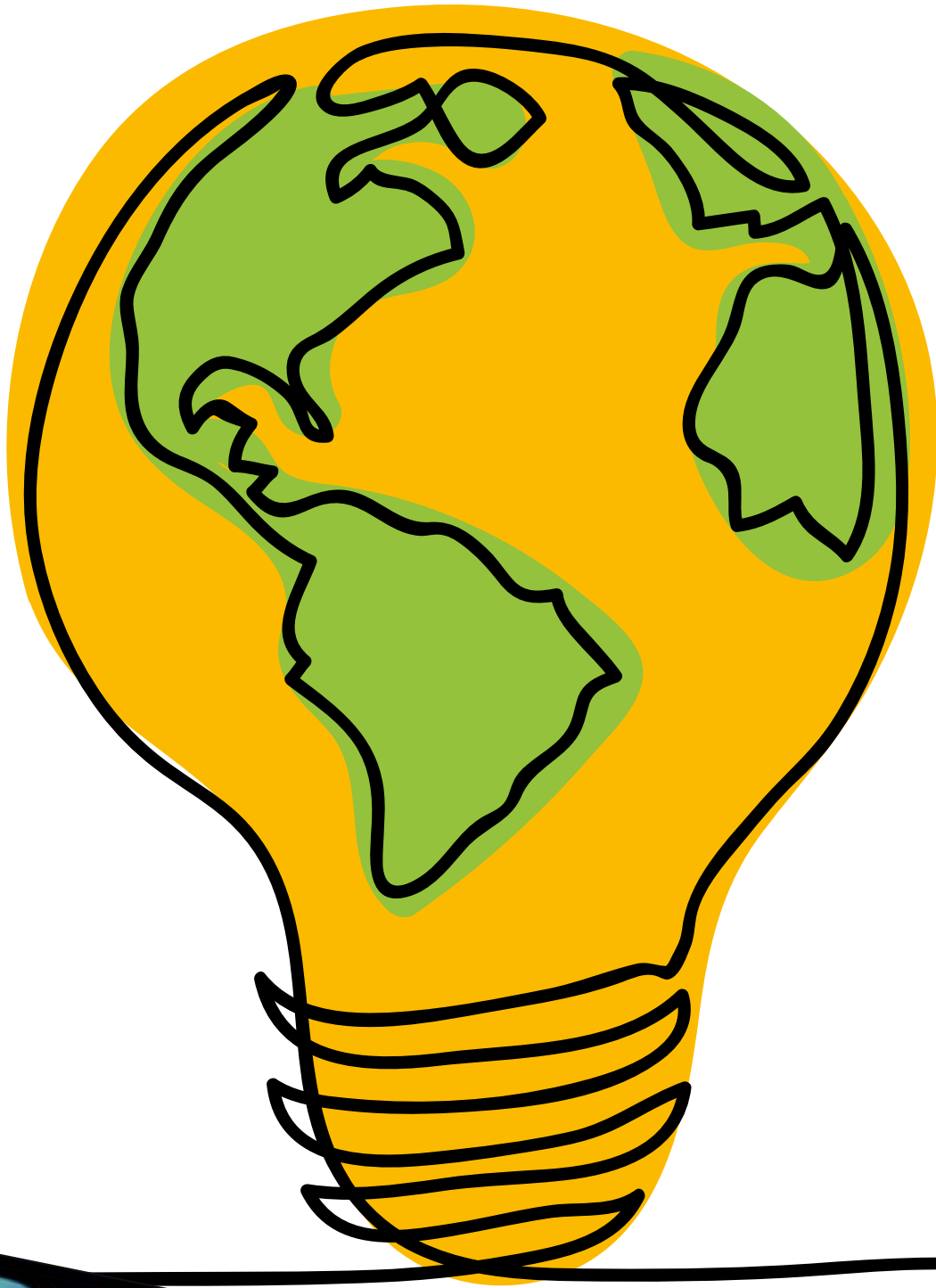
Thank you for your loyalty and trust in the LGL Group. Let us take the next steps together and shape the future with confidence.

Kind regards,

Bernd Schwenger



10



60 EARTH
HOURTM

COMMITTED TO ACTION

LGI PROMOTES DIVERSITY AND CLIMATE PROTECTION

As soon as the "Diversity Charter" initiative was signed in August 2023, it was LGI's plan to take part in the next German Diversity Day. Our public commitment to diversity should be actively demonstrated. For the LGI Group, promoting and living equal opportunities and diversity in the workforce has always been a matter of course.

At the end of May, the 12th German Diversity Day was celebrated. Together with over 820 other organizations, we raised our #VoiceForDiversity and showed that the world of work demands, supports and values diversity.

Various activities were selected within the group of companies and spread over the entire year. The workforce was informed about the different dimensions of diversity on the intranet, making the topic accessible to everyone. After that, all colleagues were able to test their knowledge in an online quiz to deepen their understanding of diversity.

International dishes from the countries of origin of our employees form the basis for a Lunch & Learn event at our new headquarters in Böblingen: on the one hand, diversity can be experienced with one's own senses, and on the other hand, we provide information with facts about diversity in general as well as specific examples from the group. The event is rounded off with a quiz in which you can test your knowledge in a playful way.

In addition to the German Diversity Day, we also participated in the worldwide "Earth Hour" campaign. This initiative, launched by the WWF, has been drawing attention to climate protection every year since 2007 by turning off lights. The aim is to create awareness for climate protection and to sensitize the public to this important topic.

On March 23, 2024 at 8:30 p.m., people, cities and companies around the world will take a stand for more climate protection. Together, the lights will be turned off in a show of support for ambitious climate protection, a climate-friendly society and a strong democracy. We, too, were part of this global movement.

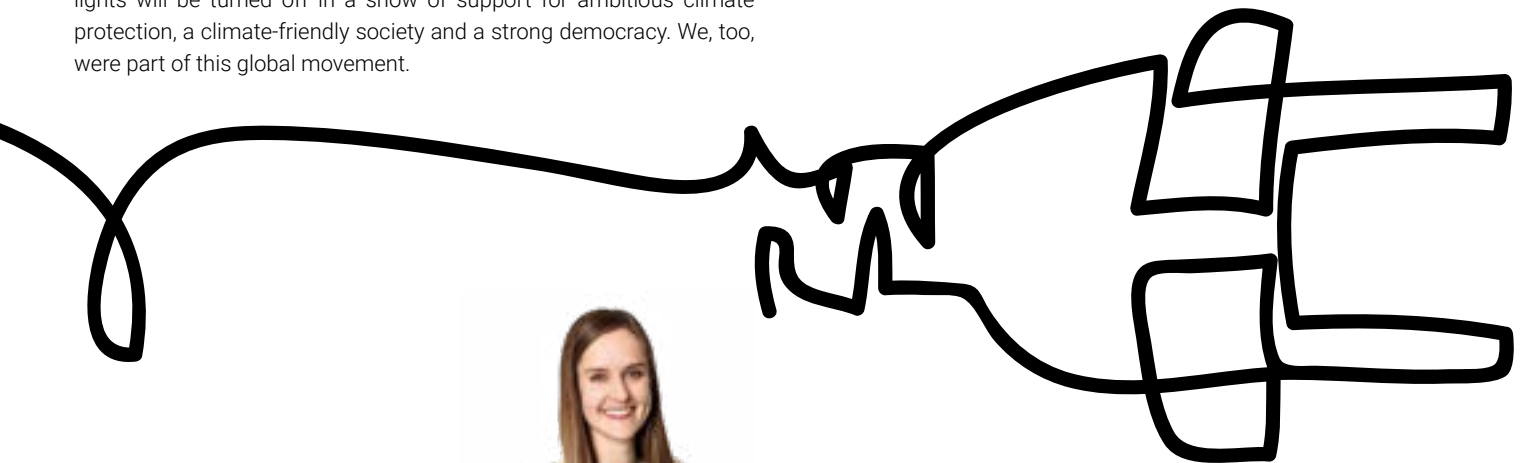
Bronze for sustainability successes

The LGI Group has its sustainability performance reviewed by independent experts. In November 2020, we were awarded the bronze medal by the rating platform EcoVadis for our commitment to sustainability. Our rating places us in the top 35% of companies assessed by EcoVadis in the last 12 months. The analysis included the four topics of environment, ethics, labor & human rights, and sustainable procurement.

Since its foundation in 2007, EcoVadis has become a globally recognized provider of sustainability ratings for companies and has a network of over 130,000 rated companies.



OUR CARE



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DATA SECURITY INCLUSIVE



COMPLETE SOLUTION FOR A SECOND LIFE

Used ITC (information and communication technology) equipment is playing an increasingly important role as it contributes to sustainability, cost savings and resource conservation. By reusing computers, servers and other electronic equipment, electronic waste is reduced and the ecological footprint is narrowed. Used equipment is a cost-effective and readily available alternative to new equipment. They also support the circular economy and promote technological access for education and developing regions, making them an important pillar for environmentally conscious and socially just digitalization. The newly founded company LGI reuseIT GmbH is a wholly-owned subsidiary of LGI Logistics Group International GmbH. We are a reliable partner for companies and lessors for the Europe-wide return and marketing of used ITC devices.

We not only purchase the devices and return them under high security standards, but also delete all data from the devices in an audit-proof manner and destroy the data carriers.

This service component in particular is becoming more and more important, because data security and data protection have become a central success factor for companies in a digital and networked world.

As part of a new customer project in the area of IT financing, we have significantly expanded our software solution for auditing, deleting, testing and using ICT devices.

This allowed our solution to be specifically tailored to the specific requirements. The integration into the system environment of our new customer not only enables efficient processing and marketing of the devices, but also improves data quality along the entire business process.

Do you also have ITC equipment that you want to market securely with us? Then get in touch – our solutions are fully available to you. We look forward to working with you on projects!

reuseIT

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NETWORK EXPANDED

BERGEN LOGISTICS NOW ALSO IN OBERHAUSEN

Bergen Logistics, a company of our parent company Elanders, opened its seventh fulfillment site in Europe in Oberhausen in August 2024. The modern multi-user logistics center has sufficient resources to cover peak loads. The location is very well situated geographically, close to Düsseldorf Airport and the trimodal transshipment hub of Duisburg. In addition, all major CEP service providers are in the immediate vicinity, which enables late cut-off times.



At the same time, several national and international customers who sell high-quality suitcases and other lifestyle products through their web shops were implemented in a short period of time. Bergen's approach is geared towards the shortest possible start-up phase. This is made possible by existing interfaces to the most well-known shop and ERP systems, easy integration of shipping options, and close customer communication through a dedicated customer service. This is how Bergen helps its customers to process their B2B and B2C orders on time worldwide.



FASHION & LIFESTYLE

Bergen Logistics specializes in omnichannel fulfillment for small and medium-sized companies in the fashion and lifestyle industries, with a focus on higher-priced products. The company's proprietary CloudX platform is used as an enterprise software cloud solution. Founded in the United States, Bergen Logistics has a global setup with locations in North and South America, Europe and Asia. This enables emerging brands to achieve global reach in a short period of time and from a single source, without having to build up their own capacities.

The young Bergen team in Europe is looking forward to further challenges, which they will tackle together in the interest of their new customers.

**Bergen
Logistics**

MEMBER OF ELANDERS GROUP

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SKILLFULLY USING AI

INITIATIVES AND ACTIVITIES AT LGI

Artificial intelligence (AI) has become indispensable in almost all areas of life, especially in companies. Regardless of whether you want to be a technological pioneer, push for its use in your company or "just" implement the established standards: it is becoming more and more a part of our lives.

At LGI, too, the use of artificial intelligence (AI) plays a crucial role in the modernization and efficiency enhancement of our business processes. In the following, we provide an overview of our ongoing and completed initiatives in the field of AI, our strategic partnerships, and the steps we are planning to take to further optimize our operations.

Major initiatives related to AI

Cyber Security

Our strategic IT security partner CrowdStrike actively uses artificial intelligence to detect malware and potential attacks on our client and server environment. This significantly increases the security of our infrastructure and protects our data from potential threats.

Productivity Increases

Together with the Albstadt-Sigmaringen University of Applied Sciences, we completed a three-month project to identify and validate use cases in which AI tools can help us to increase the productivity of our employees. The tools Microsoft Co-Pilot, Chat GPT and DeepL

Translation in the Enterprise version were used. The next step is to implement these use cases and to further train the respective employees.

Knowledge Management

We have implemented an initial proof of concept (PoC) and are pursuing further POCs with the Microsoft Azure Open AI Service and the Microsoft Co-Pilot Studio to create chatbots that can help answer questions about our own documents, such as the IT knowledge base or company agreements.

Prediction

For our location in Manching, we have conducted a PoC with forecasting based on Azure and Amazon Web Services. The goal was to evaluate whether an AI-based forecast can outperform inaccurate customer forecasting and whether we can achieve better workforce planning.

Route planning

We are currently conducting a PoC in our transportation management system m-ware as part of our third-party transportation management activities. We are using a smart-tour planning module that utilizes AI-powered pickup and route planning.

AI as efficiency booster

The project "AI as an efficiency turbocharger" in collaboration with the Albstadt-Sigmaringen University of Applied Sciences aimed to identify and evaluate various use cases for the application of artificial intelligence (AI) in different departments and functions. The selected use cases were implemented in proof of concepts (PoCs) to test their potential in terms of efficiency gains.

Particularly noteworthy is the selection of personal use cases and the implementation of proof of concepts with representatives of the respective persona group. The close cooperation with the university and the methodical approach characterized the project. The implementations showed significant efficiency increases, such as time savings of 25% to 40% in document evaluation and an optimization of workflows using MS Copilot and ChatGPT.

Topic for master's thesis

In addition, the success factors will be developed and implemented in parallel as part of a master's thesis to promote the widespread introduction of ChatGPT and Microsoft Copilot for Microsoft 365. Interested users should be able to significantly increase their personal efficiency from day one by using the tools efficiently. All legal, organizational and technical conditions for a standardized provision and use of the tools are to be created.

The following are considered to be important success factors:

- User readiness and acceptance: training and onboarding, feedback rounds, support from power users and mentors.
- Organizational framework: standardized licensing, efficient communication strategy, self-service onboarding.
- Technical framework: Seamless integration, technical infrastructure, regular updates and maintenance.
- Legal and compliance requirements: Data protection compliance, coordination with the works council, clear contractual arrangements.
- Measuring efficiency gains: Defining KPIs, regularly measuring success, using monitoring tools.

Where is the journey headed?

What does LGI do?

LGI implements and uses artificial intelligence in various areas such as cybersecurity, productivity increase, knowledge management, forecasting and route planning to optimize business processes and increase efficiency.

What is special about it?

What is special is the close cooperation with academic and business partners, as well as the methodical approach to identifying and implementing use cases. AI-based solutions are implemented through proof of concepts that demonstrate significant efficiency gains.

What makes us stand out?

We are distinguished by the commitment of our employees and the innovative use of modern technologies. Our collaboration with the University of Applied Sciences Albstadt-Sigmaringen underlines the scientific approach and practical relevance of our projects.

Where can advantages be expected?

We currently see the main advantage as being a significant increase in efficiency and job satisfaction among our employees. For example, AI-supported tools lead to time savings of up to 66% in various work processes, which in turn increases productivity.

Figures, data and facts

- Time savings: 15% to 66%
- Participants in the proof of concept: 30 people
- Potential users: 307 users
- Number of use cases examined: 7
- Break-even: weekly use approx. 37 min

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The LGI Group's headquarters have moved to Böblingen, where our history began in 1995 with our spin-off from Hewlett-Packard. We have moved into modern and perfectly tailored premises that create an inspiring and collaborative work environment where teamwork is the focus.

On June 1, 1995, LGI Logistics Group International officially began business operations as a spin-off of Hewlett-Packard's logistics in Böblingen. In the course of further business development, the head office was relocated to Herrenberg in 2012, where production and contract logistics had been handled since 1998, and the company moved into the newly constructed office building there. This enabled the management, senior management, central departments and the subsidiary HELiX Software + Support GmbH to be brought together under one roof.



BACK TO THE ROOTS

RELOCATION OF LGI-HEADQUARTERS



In recent years, however, the requirements in terms of space and functional equipment in offices have changed. Suitable modern premises were found in the newly developed area of the airfield in Böblingen. The new headquarters now has more collaboration areas and meeting rooms. This optimally meets the needs for hybrid working. The surrounding infrastructure and public transport connections are also more attractive. On top of that, the new building is significantly more energy efficient than before.

You can reach us at our new address and phone number.

Konrad-Zuse-Str. 10, 71034 Böblingen

+49 (0) 7031 2009-0

Please ask your contact person for the new telephone extension or find it in the e-mail signature. Our e-mail addresses remain unchanged. The logistics location in Herrenberg is not affected by the move and will remain there.



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LGI TECHNICAL LOGISTICS CONTINUES TO GROW

UK MARKET LEADER **BISHOPSGATE** JOINS EUROPEAN NETWORK

High-quality technical equipment requires very special know-how and often special treatment on its way along the logistics chain to the place of use. These requirements do not result solely from the value of the good, which can amount to several million euros, especially in medical technology, or its sensitivity. The final place of use also plays a major role: delivery to the ramp of a goods receipt is not enough here. Even if the shipment is on the spot, there is usually more to do. The device must be unpacked and installed, and the packaging must not remain in place. In addition, users receive on-site instruction. This and much more, including maintenance and repairs, is provided by the services of LGI Technical Logistics.

The manufacturers of such devices, such as printers, vending machines or medical technology, are often globally active brands. The logistics up to the point of use should be a uniform and at the same time positive experience for their end customers, which underlines the value of the device. Having the whole thing delivered from a single source represents an enormous additional benefit for brand manufacturers.

LGI has adapted to this. Since 2021, LGI Technical Logistics' European network has been stocked with its own assets. In February 2024, LGI's parent company Elanders AB acquired a majority stake in Bishopsgate Specialist Logistics and Installations, the UK's leading technical delivery specialists. Since the beginning of 2025, Bishopsgate has been fully integrated into the LGI Group but will continue to operate under its own name.

Market leader for technical two-person deliveries

Saved from bankruptcy in 2007, Bishopsgate, under the leadership of Tim Bloch, has since grown into the market leader for technical two-man delivery and installations in the UK and Ireland. With a focus on providing a premium service, Bishopsgate has built a strong reputation for excellence, serving a long-standing blue chip customer base across a diverse range of industries including healthcare, IT, and banking.

The addition of Bishopsgate's expertise compliments LGI's existing capabilities, with customers now being able to benefit from end-to-end specialist logistics solutions throughout the UK and Ireland. This includes the secure and reliable delivery and installation of high-value equipment, ensuring minimal disruption and maximum customer satisfaction.



Building on core values

Tim Bloch, der Bishopsgate aufgebaut hat, ist sehr stolz auf das Having built Bishopsgate from the ground up, Tim Bloch takes immense pride in the company and the dedicated team that made it a success.


"Joining forces with LGI was an incredibly exciting chapter for us," stated Bloch. "The acquisition was a perfect fit. It allows both Bishopsgate and LGI to offer a more comprehensive range of technical logistics services to our combined customer base in the UK as well as the rest of Europe."

Speaking more about the acquisition, he shared that he had some initial reservations. "My biggest concern prior to joining Elanders was that Bishopsgate might compromise on some of its core values," Bloch stated. "I was always determined to remain focused on our employees and our customers, as they are what have made our business great." He continued, "For this reason, I knew I never wanted to sell to private equity or to venture capitalists. Thankfully, Elanders and LGI have truly embodied the same core principles that we at Bishopsgate have always prioritized: cultivating strong, collaborative teams, encouraging a passionate approach to our work, and maintaining an unwavering commitment to both excellent service and the highest levels of integrity."

Going above and beyond for customers

Exceeding customer expectations is at the heart of everything Bishopsgate does. They want customers to feel over the moon when they deliver their goods, which is why they work hard to get above and beyond. They understand that by doing so, they build a better business for their clients.

It begins with the delivery itself, Bishopsgate have a minimum of two drivers for every single delivery, no matter how small the item. This ensures the teams can carefully unload and precisely deliver an item wherever the end customer desires. Once delivered, the team will unpack and assemble, removing any unneeded packaging.



Bishopsgate have come to recognize the power this has for the customer's brand. By placing so much attention into the precise handling of the item, it signals to the end customer that it is truly special - enhancing their perceived value of the product. By turning the delivery process into a experience worth repeating, the client's delivery costs can be reframed from an expense, to an investment in their brand.

In addition to the brand value gained by having two-man deliveries, a more obvious and tangible benefit comes from the reduction by which items sustain damage during transport. Bishopsgate's clients trust them to handle their large and expensive items because unlike with most 3PLs, they know their items will be handled with the care and attention they require.

Where both, LGI and Bishopsgate truly shine is when they're able to support their customers with full, end-to-end logistics. From meticulous quality checks at the warehouse to pre-delivery software installations, the specialists handle every detail with precision and care. The entire network possesses the technical expertise to deliver and install some of the most complex and sophisticated equipment that most other 3PLs just aren't capable of. The comprehensive "receive, store, prepare, deliver, install" approach streamlines the entire supply chain, eliminating the need for multiple logistics providers and minimizing the confusion and inefficiencies that often arise when coordinating several vendors.



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HIGH PERFORMANCE AT LGI LOCATION IN HÜNXE

ELECTRONICS

Logistics and its processes often change very quickly, just as everything around us seems to change faster than before. External factors accelerate this development and require that logistical flows adapt regularly.

Time and again, new challenges on transportation routes, geopolitical complications and strikes in ports or at railway companies require flexible and sometimes short-term logistics solutions with a single goal: resilience in the supply chain!

Our colleagues at the Hünxe site experience this time and again. In the Lower Rhine municipality with a population of around 14,000, LGI manages precisely this balancing act for a market leader in the PC, laptop and printer business.



What began in 2009 with logistics for printers on approx. 45,000 m² and around 200 employees has now grown to an area of over 75,000 m². On average, almost 400 employees work at this location. The product portfolio has also grown significantly:

In 2014, the handling of laptops was added. Meanwhile, the long-standing LGI customer also has a manufacturer of gaming accessories as well as audio and conference room systems in its portfolio. These products are also stored and processed at the Hünxe site.

These changes, combined with a change in ordering behavior, have ensured that order and packaging sizes have also changed significantly. In distribution, FTL (full truck load) is increasingly giving way to less-than-truckload shipments, and the trend is moving away from full pallets and towards mixed pallets with individual units and parcel shipments. Where 80% of goods used to leave the site as full pallets, on some days it is now only 20%. These are exciting logistical challenges that our colleagues encounter every day.



ALWAYS AT THE PULSE OF TIME

At the same time, the fluctuation margins in the business are becoming ever greater due to factors that influence the customer's supply chain: The devices should arrive at the customer's premises faster and with better scheduling in order to achieve the best possible customer satisfaction and thus stand out from the competition. For the LGI location in Hünxe, this step of turnaround time reduction is something new, because so far, the main focus has always been on the best



possible shipment consolidation. Customer orders for printers, laptops and accessories are sometimes collected over several days and then delivered to the customer together in one shipment, with the best possible truck capacity utilization. This order and shipment consolidation continues to have a high priority. However, with the new overriding goal of speed, this now only comes second to increasing customer satisfaction through faster delivery.

It will remain exciting in the future as well, as the economy as a whole, the conditions in logistics, the customer and the order behavior of recipients continue to change more and more rapidly. The Hünxe location and the entire team are committed to finding appropriate answers to all these changes every day.



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HIGH QUALITY LOGISTICS-SOLUTIONS IN THE HEART OF EUROPE

LGI WORLD

The Czech Republic has established itself as one of the most dynamic business locations in Central Europe. With its strategic location, a strong industry and well-trained specialists, the country offers ideal conditions for investors and companies. The automotive, mechanical engineering and IT sectors in particular are driving economic growth. Thanks to its EU membership, companies benefit from an open internal market, while competitive labor costs and modern infrastructure offer additional locational advantages. The low unemployment rate and a stable political situation ensure a reliable business environment.

Challenges such as the shortage of skilled workers and bureaucratic hurdles still exist, but targeted investment incentives and funding programs make the location attractive. New opportunities are emerging especially in the areas of innovation and digitalization. Whether as a production site, logistics center or technology hub: the Czech Republic impresses with its economic strength and future potential.

The LGI has also recognized this and has been active in this country since 1998. A total of 62,000 m² of high-quality logistics space is currently managed at 4 locations. The warehouse in Zákupy is owned, and the three other logistics facilities in Horní Počernice, Jirny (both in the Prague area) and Plazy are rented. In addition, five of the company's own trucks are dispatched in order to be able to carry out transports flexibly and reliably.

In addition to classic services in contract logistics, such as receipt, storage, picking, packaging and shipping, the team specializes in various value-added services as well as light production and assembly activities in an industrial environment. These currently include, for example, the customizing of batteries for cars, the foam cutting, the assembly of fastening technology including its surface treatment, the assembly of cameras, their testing and subsequent packaging including accessories.



● LGI locations

LGI IN CZECH REPUBLIC





The strategically favorable location in the center of Europe is a big plus. This makes it possible to distribute parts throughout Europe in a short time. Two of the LGI locations are located only about 25 km from the airport and are located directly at the motorway junction for the whole of Europe. In addition, parcel shipments are fed directly into the neighboring company in Germany, which brings not only transit time but also cost advantages. This "direct injection" is now an established standard for LGI's customers in the Czech Republic.

Václav Forejtár, Managing Director of LGI Czech Republic, sees another major advantage in the enormous flexibility: "With our team, we are able to prepare our premises and create solutions to enable the storage of non-standard materials in an uncomplicated way." In addition, there are transport services that can be seamlessly integrated into the supply chain from a single source, as well as the establishment of assembly lines. "We combine local and market-specific know-how from over 20 years of presence in the Czech Republic with the power of a globally active logistics group, while also taking sustainability aspects into account," Forejtár continues.

In addition to the variety of services and the high level of quality, the colleagues in the Czech Republic are characterized by what applies to the entire LGI Group: first-class and personal support for the customer while at the same time meeting their requirements. In addition, flexibility in both problem solving and switching the warehouse to a different type of product is a high priority for the team there.

Existing customers regularly confirm to LGI in the Czech Republic the high efficiency in both production and the warehouse from which they benefit from outsourcing. In production-related activities, for example, the conversion of workplaces is carried out very quickly, in order to keep set-up-related downtimes as low as possible. In addition, ABC analyses are carried out on an ongoing basis, so that 95% of the products can be removed from the bottom storage facility with short distances. These organizational measures are accompanied by the 5S system, which is also implemented in the Czech Republic. Customers are also supported by customized dashboards with real-time data to provide full visibility into performance. This enables LGI customers to meet even the highest customer requirements, such as a fulfillment rate greater than 99% or same-day deliveries.

Thus, the team in the Czech Republic offers customers in the technical or industrial sector in particular many opportunities for value-adding logistics-related activities at the highest quality level beyond pure contract logistics. Do you have a need, do you want to benefit from a flexible solution? Then contact us!

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THE WORLD OF LOGISTICS MEETS IN MUNICH



NEWS

VISIT US AT TRADEFAIR TRANSPORT LOGISTIC 2025

From June 2 to 5, 2025, the world of logistics will meet at the transport logistic trade fair in Munich. Demand for the leading trade fair for logistics, mobility, IT and supply chain management is higher than at the last event. The exhibition area will be expanded to include two additional halls. This means that the trade fair will cover 150,000 square meters, spread across twelve halls and an outdoor rail area. The accompanying air cargo Europe will occupy two halls for the first time, thus underlining its importance as the most relevant meeting of the air cargo community worldwide.

The LGI Group will also be there as an exhibitor. We will be presenting our high-quality logistics and transport solutions with various industry focuses. We are looking forward to interesting discussions, to which we would like to invite you already. Visit us in



hall A3 at booth 215/316.

Register now on our homepage!



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