

Press release

The KÖTTER Group strengthens its market position

- Revenue increases by 4.6 percent to 565 million euros in 2019
- Number of employees climbs to 18,800
- Friedrich P. Kötter: "Inspiring customers and employees with the very best solutions"

Essen (12/02/2020). Strengthening of the core business, further promotion of quality and profitability: With this rigorous course, the KÖTTER Services service group continued its consistent sustainability and innovation strategy in the previous year.

The 2019 business year was characterised by solid growth. Group sales reached 565 million euros (+ 4.6%) and the number of employees rose to 18,800 (+ 1.6%). "We therefore succeeded once again in shaping the past decade successfully. And we will continue to set the pace. True to our motto: Inspiring customers and employees with the very best solutions," explained Friedrich P. Kötter, member of the Board of Directors.

The development of the individual divisions in the past year:

- **Security:** The positive development in the Security division was driven by new orders and order extensions from our clients in the business sector and the public sector. The KÖTTER SYMTO operator model, which combines personnel, technical and structural security into a holistic solution, once again proved its effectiveness.
- **Cleaning:** The Cleaning division, which celebrates its 35th anniversary in 2020, closed the year with above-average growth. The driving force behind this was the further development of the Smart Cleaning Solutions, through which KÖTTER Cleaning secured new orders and order extensions in the industrial, logistics and food processing sectors, to name but a few. The takeover of the operational business of Gebäudereinigung Gauglitz GmbH (Meissen, Saxony) contributed to the strengthening of the regional presence and existing capabilities.
- **Personnel Service:** The Personnel Service division was able to hold its own and thus confirms its orientation as an industry specialist for the assumption of delimitable business processes on the basis of work or service contracts in industry, chemicals & pharmaceuticals or for office & IT, among other things. The system provider is a partner for the management

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of complex personnel processes, for instance as part of on-site or case management for retail and logistics companies.

Smart Service Solutions provide customers with new impulses / Further employees are being sought

With respect to future development, our focus is on even closer integration of the Smart Service Solutions with existing customer processes. In addition to the KÖTTER SYMTO operator model, examples of this include the increasing use of artificial intelligence, such as for "virtual 24/7 concierge service" (remote-controlled guest reception in hotels, supplier access in companies, etc.) or high-tech video systems plus intelligent analysis software, enabling virtual tours of company premises with event-controlled alarm activation. The FACT24 Digital Notification and Crisis Management Solution is a further key component of the system, providing companies with comprehensive preparation for all types of emergency and crisis situations: from efficient notification at the touch of a button, simple and secure communication during the crisis, to audit-compliant documentation of all events. These intelligent solutions provide companies, authorities and institutions with new opportunities, enabling them to concentrate on their core business and thus generate new business impulses.

This innovative path is inextricably linked to maintaining and strengthening the healthy economic foundation. "This is why we are consistently pursuing our focus on long-term sustainable partnerships with our customers," said Friedrich P. Kötter. The central pillar of our own performance strength is our employees' high level of competence and commitment. "My special thanks therefore go to them and I am convinced that we will successfully continue shaping the future together," stressed the family entrepreneur. "We are looking for additional personnel throughout Germany. If necessary, we can provide new members of staff with specific training and further education in our in-house academy."

Relief of the middle class and new security services law a demanded

In this context, the Vice President of the Federal Association of the Service Industry substantiated his demand for relief specifically for small and medium-sized enterprises. "In view of the weakening economy, there is now more need for this than ever," said the family entrepreneur. The spectrum ranges from the reduction of taxes and duties, to investments in infrastructure and measures to combat the shortage of labour. At the same time, the 53-year-old warned against the Security Services Act announced by the Federal Government for this legislative period. "The implementation

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and the transfer of responsibility to the Federal Ministry of the Interior are extremely important for the qualitative further development of our industry," says Friedrich P. Kötter.

The KÖTTER Group

The KÖTTER Group is a modern and innovative group of companies with its headquarters in Essen. The company has been owned by the family since its foundation in 1934. As a professional Facility Services provider, the KÖTTER Group stands for tailored system solutions from a single source, consisting of security services, security technology, cleaning and personnel services. With around 18,800 employees at over 50 sites in Germany, KÖTTER Group generates turnover of 565 million euros (figures for 2019). Further information: koetter.de.

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