



MEYER QUICK SERVICE LOGISTICS

Fresh. Fair. Fullservice.

AGENDA



Competencies

For the requirements of tomorrow's fresh produce logistics



Facts & Figures

Our proud record of success



Supply chain management

Comprehensive services all along the supply chain



IT-Solutions

Intelligent network and control



Human Resources

The people who make it possible



Quality management

Reliability through highest process quality



Sustainability & Commitment

We take responsibility seriously

COMPETENCIES

For the requirements of
tomorrow's fresh food
logistics



Our vision

To be the **first choice** for our clients and employees

We convince with ...

extraordinary
commitment

innovative service

innovative technology

reliability

COMPETENCIES

At Quick Service Logistics, we see ourselves as

○ **a food logistics company with a trading function,** ○
operating along the entire supply chain

- Tailor-made multi-temperature concepts
- Intelligent IT solutions
- Committed staff
- Europe-wide logistics network

- One-stop-shop solution
- Supply chain management
- Strategic and operative purchasing
- Forecasting and planning



OUR COMMITMENT — OUR PROMISE

Fresh. Fair. Fullservice.





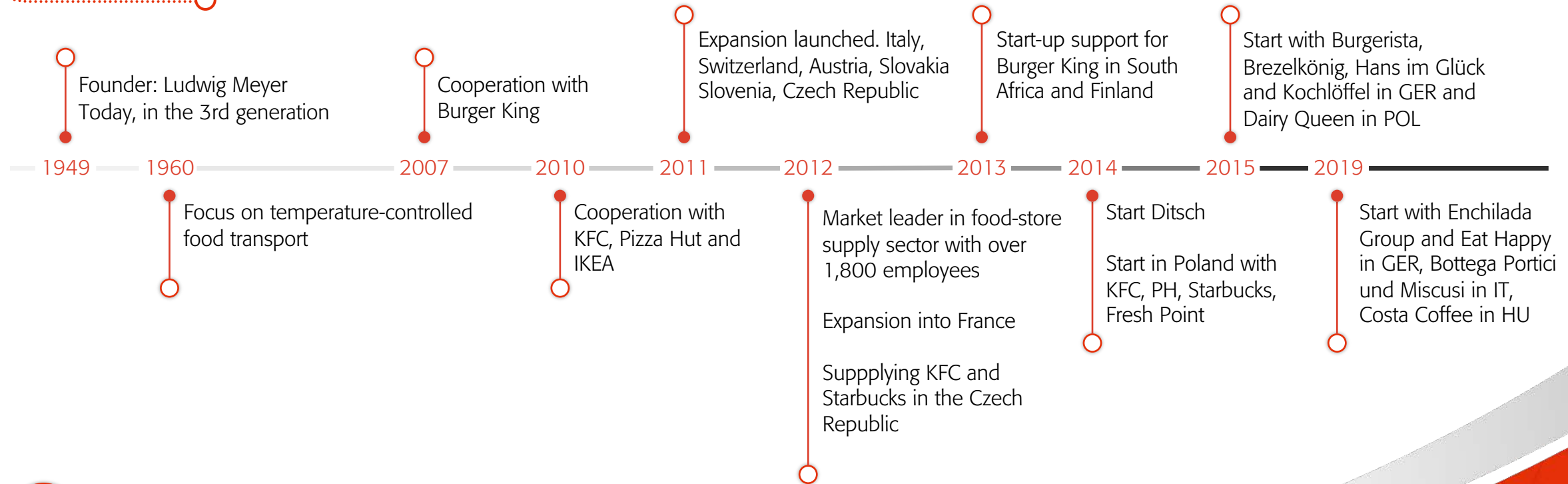
dynamic
innovative **FRESH** fast
on time inventive

networked
holistic **FULLSERVICE**
customer oriented first class
competent

reliable honest trustworthy
FAIR transparent
operating as partners

FAMILIAR WITH THE MARKETS. FOCUSED ON THE FUTURE.

We've been guaranteeing freshness on the market since 1949. We give our customers the space for their core businesses and turn logistics into an important element of value creation.



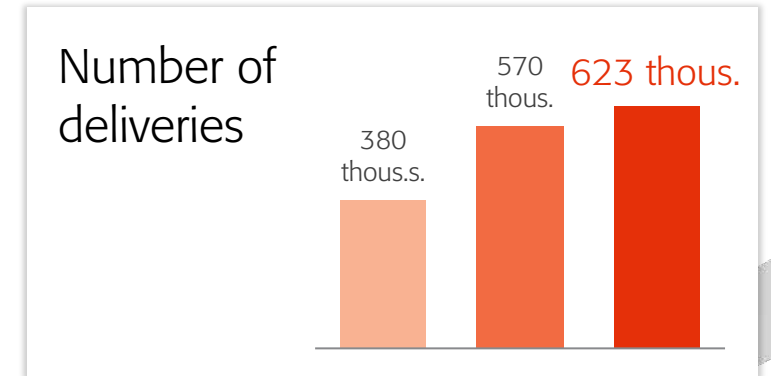
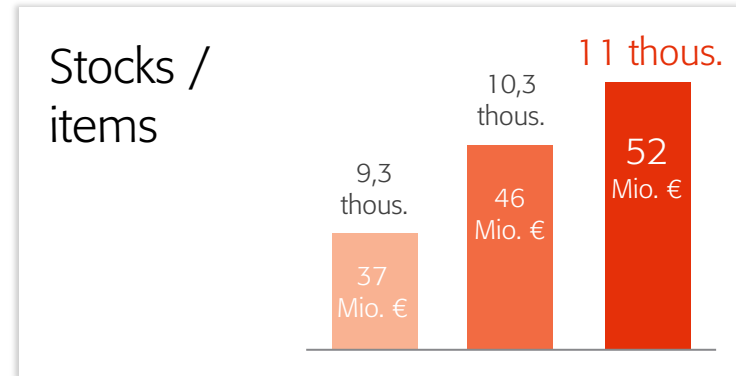
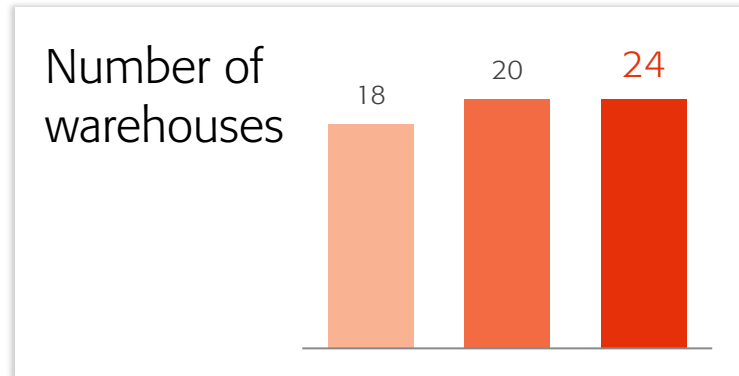
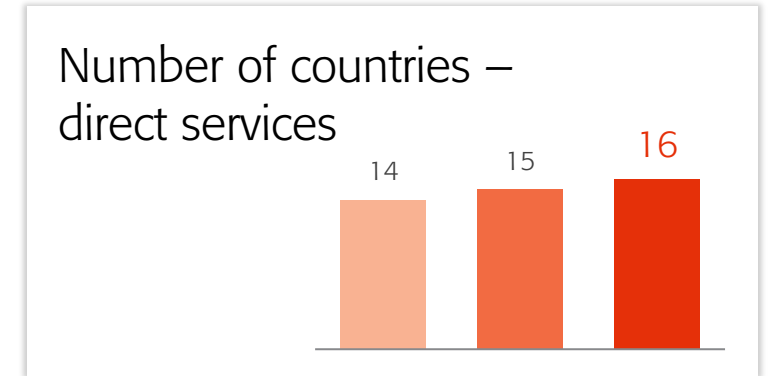
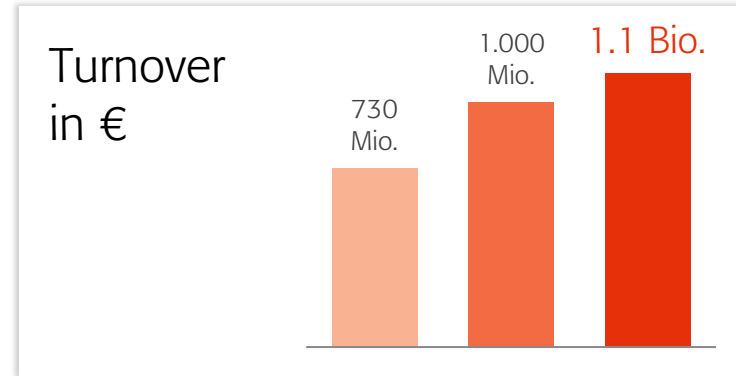
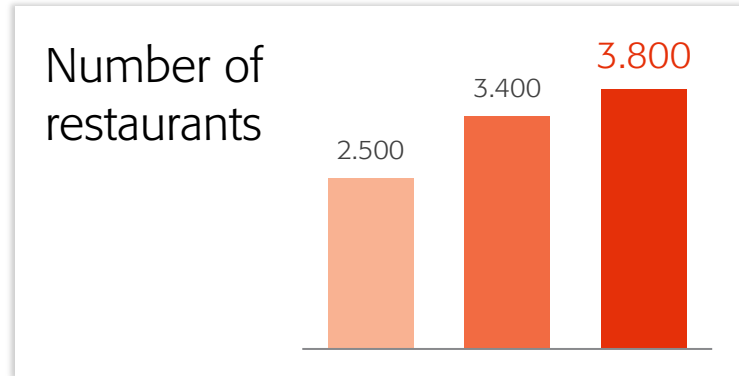
Click here for our image film

FACTS & FIGURES

Our proud record
of success



OUR PERFORMANCE FIGURES



2017 2018 2019

ON THE ROAD FOR YOU – OUR VEHICLE FLEET

○ Over **1,200 trucks of our own**¹

Sustainable
urban logistics

Demand-oriented
**vehicle fleet
networking**

Monitoring and safety thanks to
intelligent IT

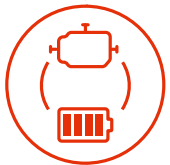
From **3.5t** HGV
to **40t** semitrailer

1) 1,100 Meyer Group and 130 QSL Group

UPSTREAM LOGISTICS



Modern multi-temperature vehicles



Digital fleet management via Telematics system



Online platform PIMM for reliable delivery forecasts

GPS delivery tracking in real time

Constantly expanding: Environmentally friendly hybrid drives and electro-mobility

100% of our fleet has the EURO 6 standard



LONG-DISTANCE INTERNATIONAL TRANSPORT



Exclusively temperature-controlled deliveries

Innovative double-deck loading systems for high loading capacity



Digital fleet management, GPS monitored

Telematics software for real-time information



Hybrid and electric engines, environmentally friendly and quiet



MEYER LOGISTIK
Kompetenz in Frische

www.meyer-logistik.de



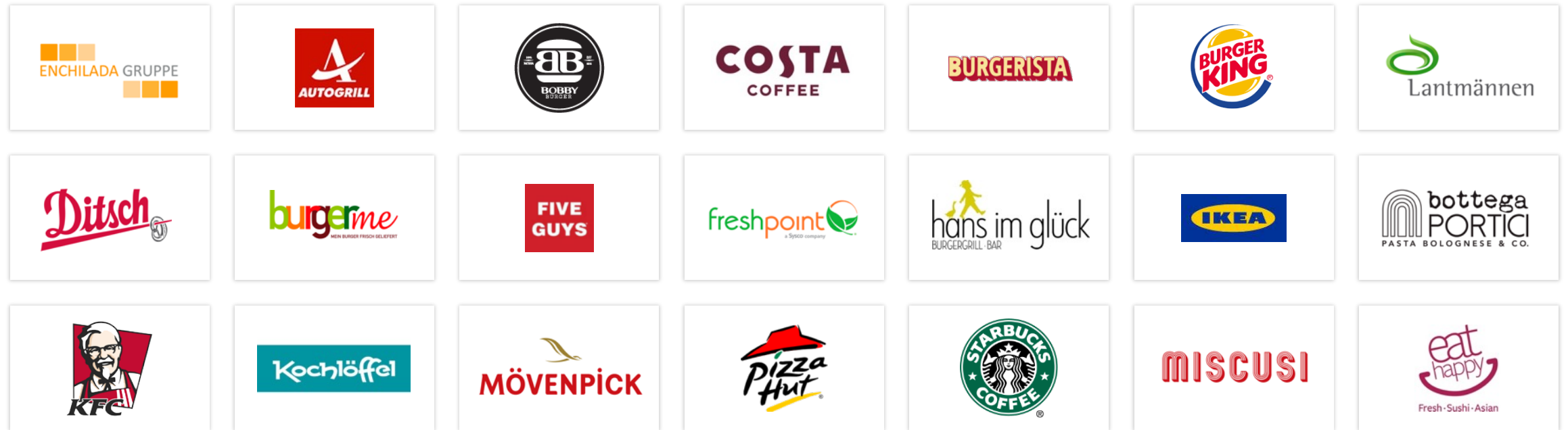
QSL
QUICK SERVICE LOGISTICS

Fresh. Fair. Fullservice!

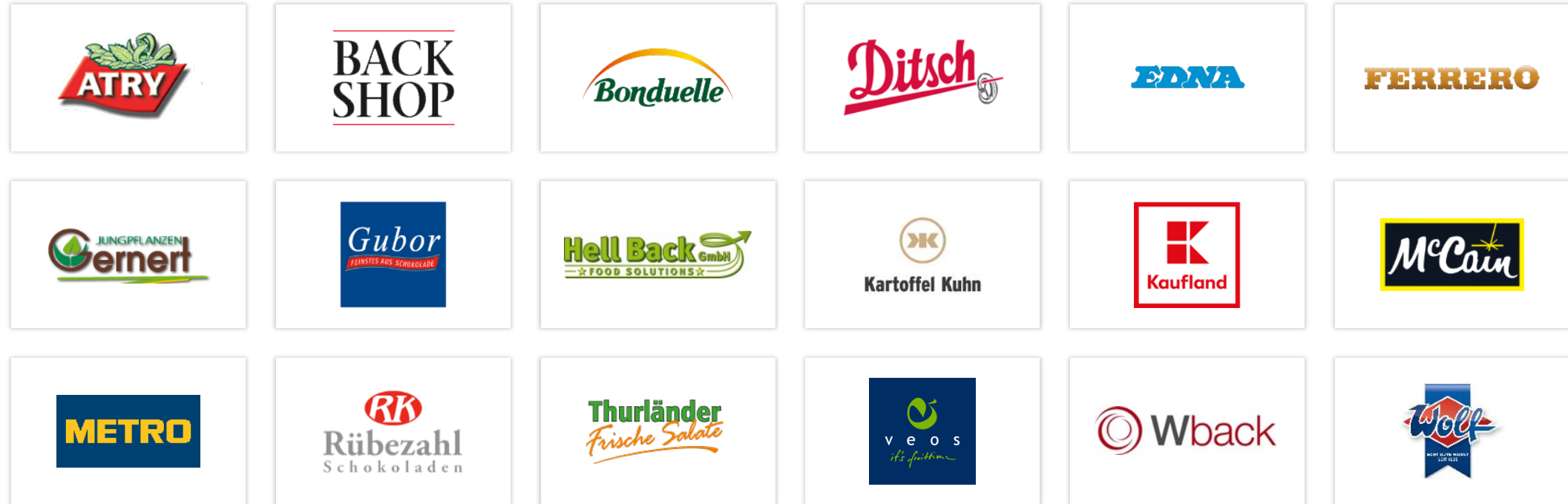
www.quick-service-logistics.de

**SUCCESS
IS THE RESULT OF
TRUST**

WELL-KNOWN CUSTOMERS FROM SOCIAL CATERING



WELL-KNOW CUSTOMERS IN THE CARGO SECTION





SUPPLY CHAIN MANAGEMENT

As a food logistics company with a trading function, QSL provides comprehensive services along the supply chain.

QSL – LEAD LOGISTICS PROVIDER

The combination of 3PL and 4PL competencies distinguishes us as a lead logistics provider (LLP).

With our own fleet of vehicles and warehousing facilities, as well as our extensive expertise in managing complex supply chains, we offer our customers genuine one-stop shopping - everything from a single source.



QSL – LEAD LOGISTICS PROVIDER

Brokering

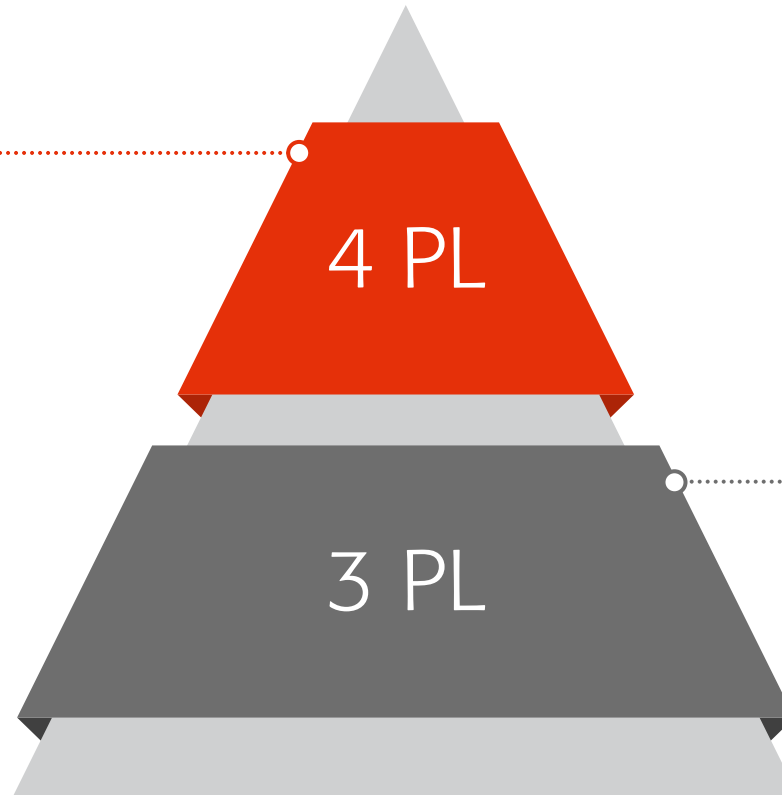
- Operational purchasing / inventory planning
- Promotion management
- Cash flow management

Customer Service

- Help desk / order acceptance
- QSL complaint management
- Customer satisfaction survey

Sustainability

- Quality management / handling of complaints
- Ecological services
- Reporting / IT solutions / controlling



Warehousing

- Multi-temperature / centralized & decentralized
- Merchandize & uniforms for EMEA
- Consignment stocks

Distribution

- Inbound transport
- Multi-temperature restaurant deliveries
- Back hauling



Click on the individual topics for more information.

1 SOURCING



ADVICE ON THE SOURCING OF RAW MATERIALS. FINDING AND BROKERING SUITABLE SUPPLIERS.

- Procurement of goods without trading surcharge
- Support in selecting suitable supplier with best quality products
- Support in developing and implementing procurement strategies (e.g. sourcing B&C articles)
- Implementation of cash flow models for optimizing purchasing prices

Transparent and fair – QSL will only charge for the value added from the logistics service.



2 PROCUREMENT



FORECASTING AND PLANNING

- Supplier management through KPIs and feedback
- Development of the best procurement strategies, taking into account cash flow, inbound prices, stock levels and product quality
- Integration of suppliers into our web portal – communication and joint planning
- VMI & consignment stock strategies
- Optimizing pallet utilization, inbound optimization
- Master data management, reporting, KPI reports with access to the BI tool



Forecasting possibilities
from restaurant
to supplier

2 PROCUREMENT



THE IT-SYSTEM

- Implementation of an automated inventory management process
- Algorithmically controlled demand planning
 - Forecast calculation based on AI-controlled comparison of different statistical methods (exponential smoothing, Holt-Winters, linear regression)
 - Taking promotions as well as periodic factors into account
- Optimised inventory planning
 - Calculation of optimum safety stock level
- Optimised order planning
 - Determination of optimum order time (incl. automated warning system for potential out-of-stock situations)

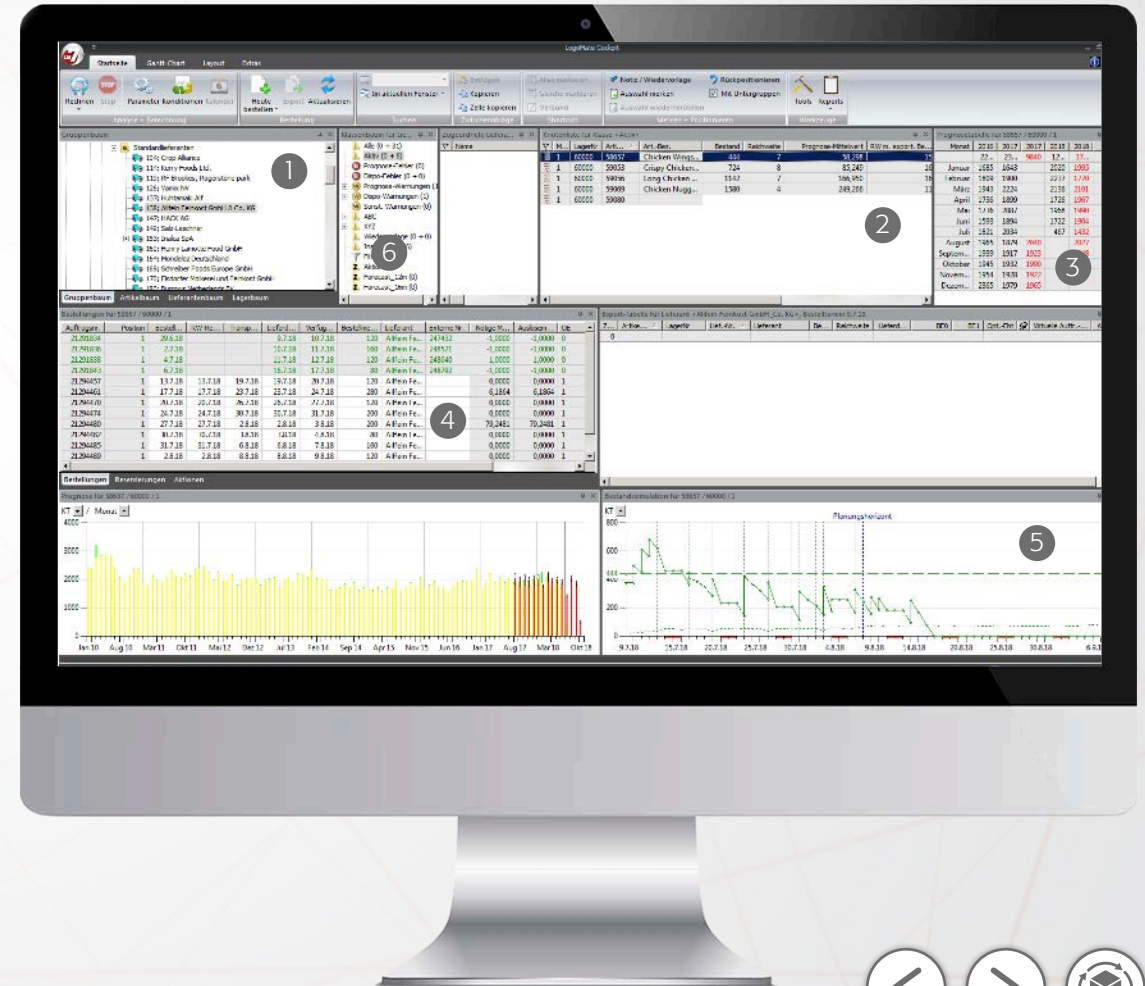
2 PROCUREMENT



DASHBOARD SCHEDULING Most important things always in view

Overview

- 1 Supplier overview
- 2 Range of articles
- 3 Basic prognosis data
- 4 Procurement planning
- 5 Inventory planning (illustration)
- 6 Overview of schedule warnings



2 PROCUREMENT



INTELLIGENT IT FOR EFFICIENT PROCUREMENT The benefits

Automation of the scheduling process

- Automatic order proposals from the system
- Anticipatory warning system
- Early alerts in case of impending OOS situations, sales fluctuations etc.

Supplier development by means of forecasts at any time

- Short and long term prognoses (of 4 to 12 months)
- Automated and verifiable
- Structural adjustments in the supplier sector can be controlled at an early stage

More efficient planning of promotions

- Data utilization from past promotions & periodic factors
- Evaluation of current promotions to improve future planning

3

PROCUREMENT LOGISTICS



OUR LONG-DISTANCE TRANSPORT CONNECTS EUROPE

- Temperature-controlled loads or partial loads
- Double-deck technology for significantly higher load capacities
- Latest vehicle technology with real-time GPS monitoring
- Ecological hybrid and natural gas motors
- Quiet running floors
- Comprehensive quality and environmental management
- Milk-Run concept for efficient warehouse-to-warehouse supply



4 WAREHOUSING



Documentation

of entire temperature curve

IT network

control the processes

Committed, trained

Unbroken

Cold chain

2

Cross dockings

5

Warehouses

IFS Higher Level

certification

Employees



5 DISTRIBUTION LOGISTICS



OUR EFFICIENT NETWORK

24 Warehouses

3.832 Restaurants

16 Countries

620.500 Suppliers



5 DISTRIBUTION LOGISTICS



ONE-STOP SHOPPING WITH THE LATEST TECHNOLOGY

- Modern multi-temperature vehicles
- Simultaneous transport of goods from all temperature segments
- Monitoring by Telematics system
- Delivery tracking and data via GPS
- Data from the system available in real time



5 DISTRIBUTION LOGISTICS



COMPREHENSIVE SERVICE

- Delivery time window +/- 1 hour, fixed vehicle routes
- Deliveries on 90% of German public holidays
- Compatible with pallets, roller containers and dollies
- Handling and administration of empties
- Real time electronic delivery note



5 DISTRIBUTION LOGISTICS



DROP & GO SAVES TIME AND EFFORT




Each pallet is photographed and scanned, allowing us to document the condition and completeness of each delivery



Digital documentation saves restaurant employees from having to carry out unloading controls in the presence of the driver.

DROP & GO simplifies both our customers processes and those at QSL as the responsible carrier.

 [Click here for the film "Drop & Go"](#)

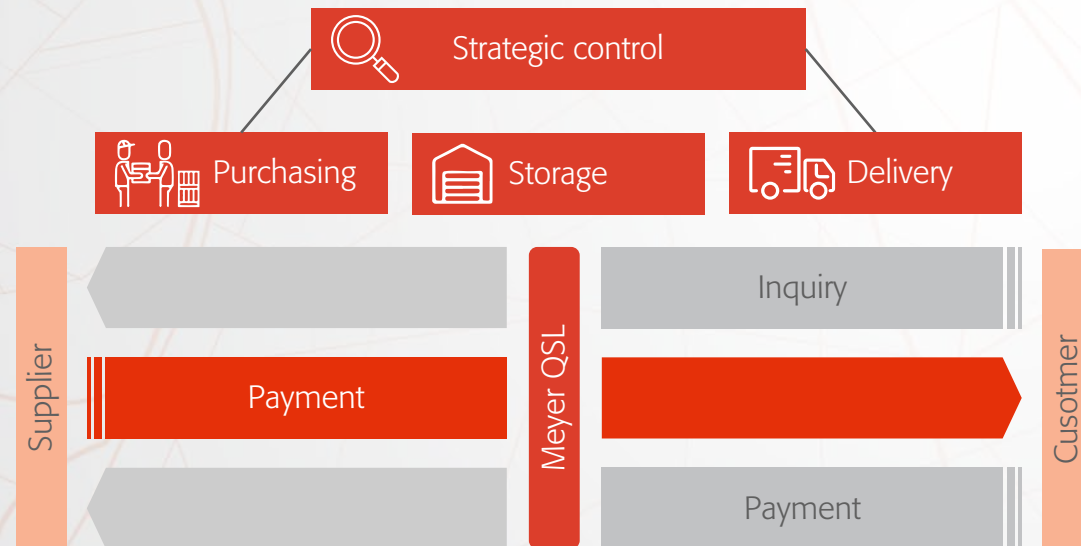


6 RESTAURANT



ONE-STOP-SHOPPING WITH FULL-SERVICE

All QSL business processes are aligned to the SCOR model (Supply Chain Operation References model) developed by the Supply Chain Council.



As **brokers**, we act for our customers in the way a network manager would..

As a **trading partner**, we only invoice for the added value arising from logistics.



[Click here for the film "One-Stop-Shopping"](#)



7 CUSTOMER SERVICE



EXCELLENT CUSTOMER CARE

- Geared to customer needs
- Strategic control
- Available 6 days/week and 24/7 in emergencies
- Contact for all customer-related issues
- Manual ordering
- Special drives and orders
- Internal ticketing



7 CUSTOMER SERVICE

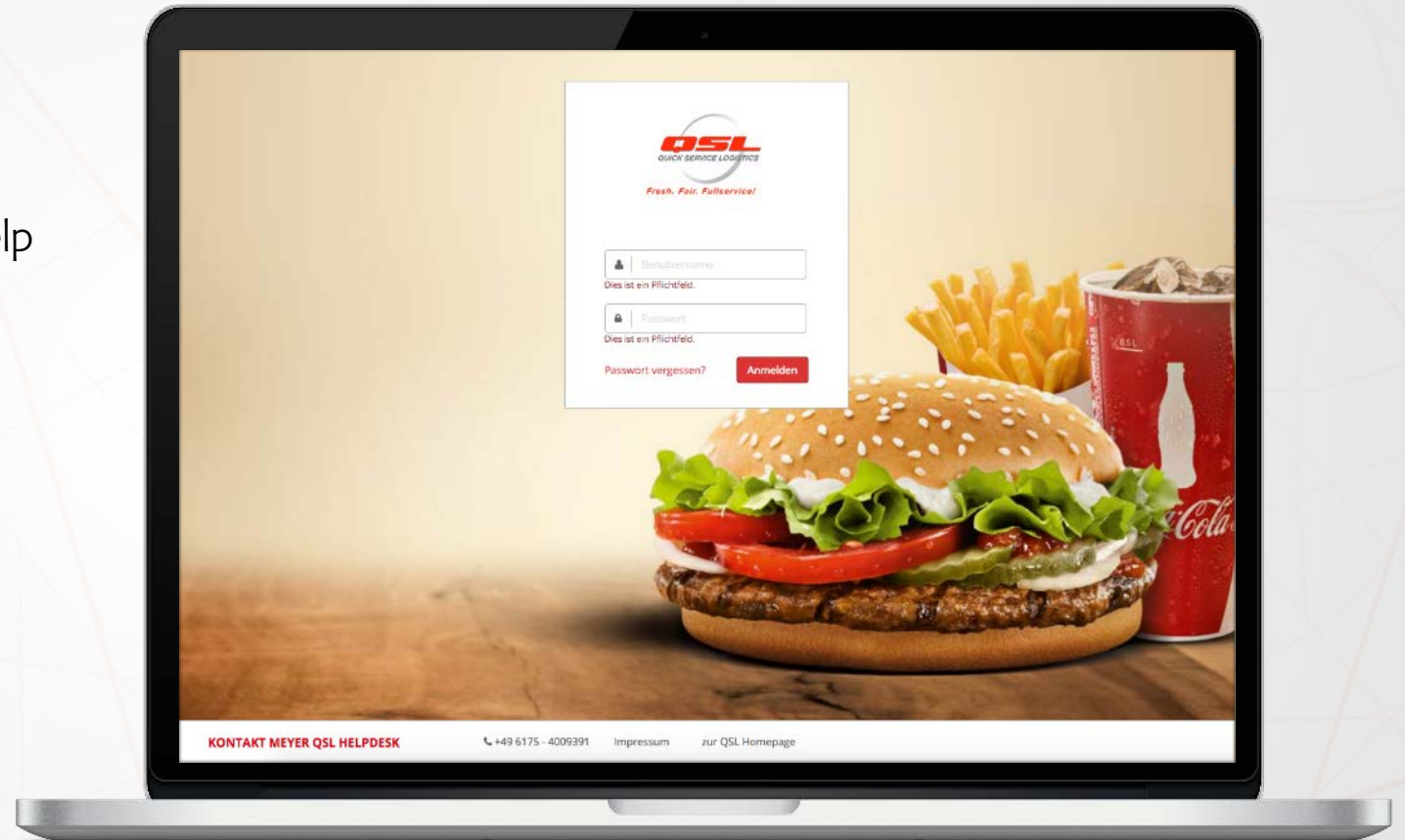


EXCELLENT CUSTOMER CARE

A highly efficient IT platform supports our help desk team.

All issues are safely recorded and dealt with quickly.

Our customer portal provides information quickly, anywhere and at any time.



Click here for the QSL Webshop

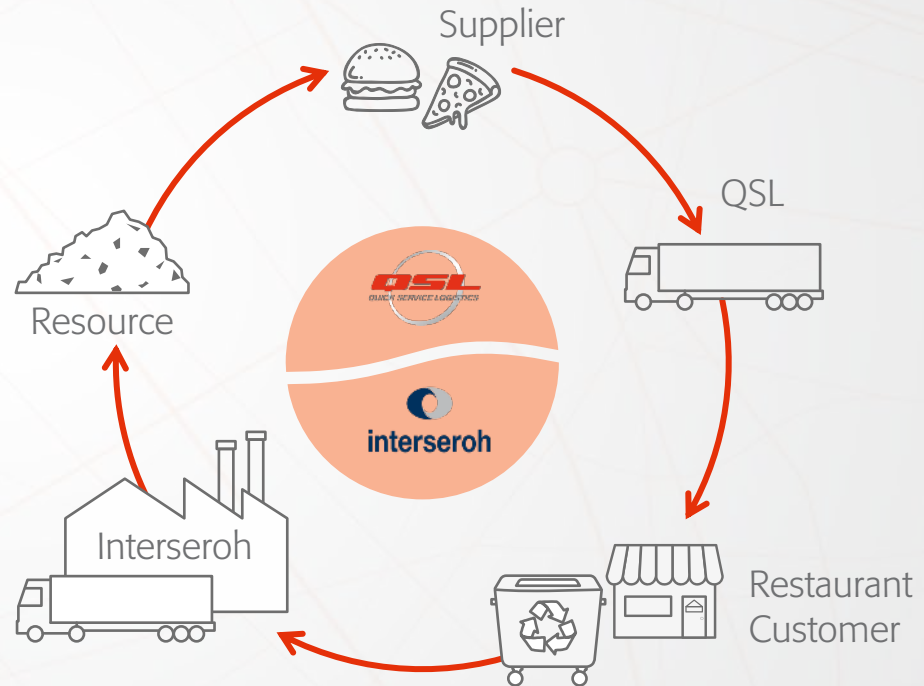


8 DISPOSAL LOGISTICS



INTEGRATIVE SOLUTION

- Certified solution for this sector
- Cost efficient due to cooperation with Interseroh
- Closes the loop
- Documented environment management
- Saves resources
- Guarantees sustainability
- Increases efficiency

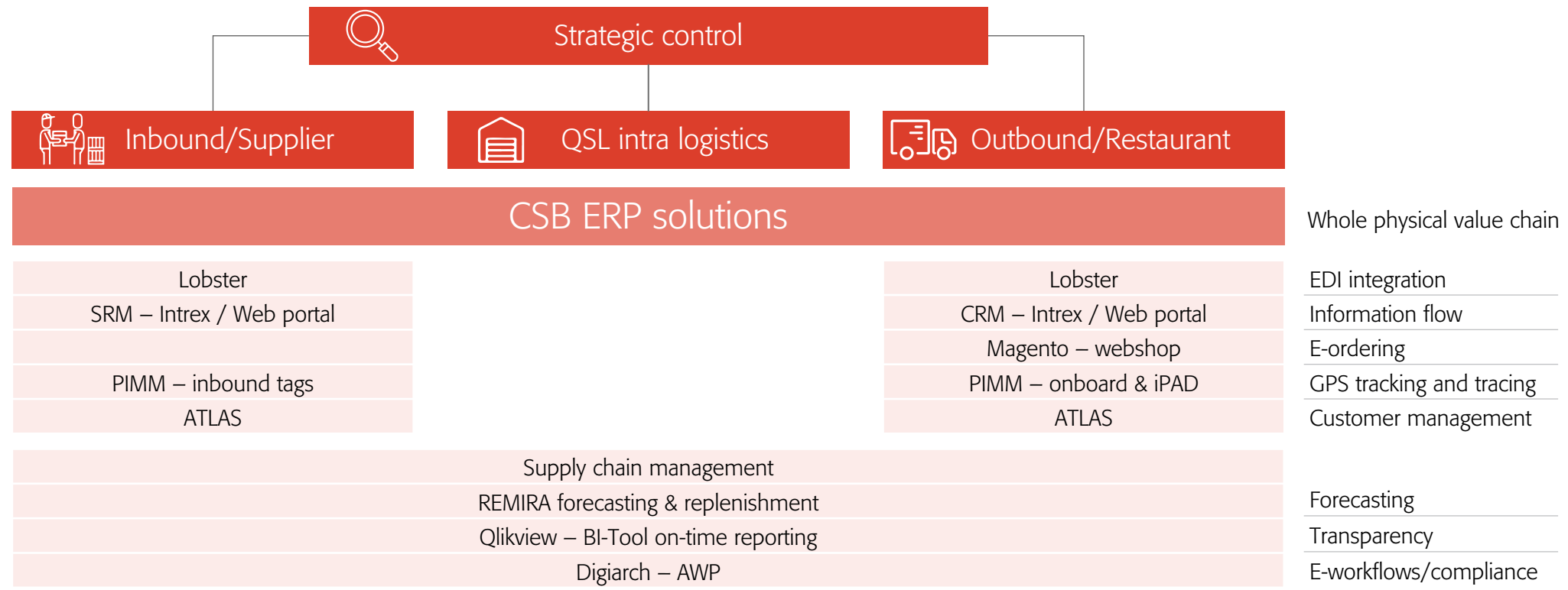




IT SOLUTIONS

Intelligent networking
and control

INTELLIGENT NETWORKING AND CONTROL



PIMM¹: THE VEHICLE INFORMATION SYSTEM



Delivery forecasts and real-time information with the **Personal Information Management Monitor**.

1) Personal information management monitor

PIMM¹: THE VEHICLE INFORMATION SYSTEM

Restaurants can see even more precisely when our vehicles will be arriving. Delivery forecasts are accessible at any time.

- via the help desk
- Via our online platform „PIMM“
- Via the iPIMM App



1) Personal information management monitor

BI-TOOL: EFFICIENCY AND TRUST DUE TO REAL-TIME TRANSPARENCY

Our BI-tool is updated on a **daily basis**, regarding all sourcing-, warehousing- and sales-data. Thereby, we are providing a transparent overview of the whole supply chain **in realtime**.





HUMAN RESOURCES

The people who
make it possible

WORKING FOR YOU – OUR EMPLOYEES ...

○ ... in the vehicles ○



The secret of our success

- Training and employee development with our own training concepts
- 150 distribution specialists of our own
- Modern E-Learning
- Supervised one-to-one driver training



Award
National Top Employer 2019

WORKING FOR YOU – OUR EMPLOYEES ...

... in service and management

The secret of our success

- Digital, centralised knowledge management
- Support for extra-occupational studies
 - “Studium Plus” courses at THM Wetzlar or e.g. Business Administration at “Hessische Berufsakademie” in Frankfurt
- Awarding of scholarships





QUALITY MANAGEMENT

Reliability through highest
process quality

QUALITY MANAGEMENT BECAUSE FOOD SAFETY AND RESPONSIBILITY ARE OUR FIRST PRIORITY

LMG

We fulfil all fundamental legal requirements for food safety and hygiene.



Service Level Agreements

We ensure many customer, internal and industry-specific quality requirements.



IFS Logistics 2.2

Certified quality management system: All our warehouses locations have achieved HIGHER LEVEL results in audits for the IFS certificate.



Internal and external audits

We currently carry out 150 internal and external audits.



Click here for the film: "Optimised processes for the highest food quality"

SUSTAINABILITY & COMMITMENT

For us, responsibility goes without saying

OUR QSER-PROGRAM: QUICK SOCIAL & ENVIRONMENTAL RESPONSIBILITY

Due to the application of eco-friendly technologies and an efficient use of resources, we are reducing our emissions significantly.

- **11% reduction of CO2-emissions** so far, due to a step-by-step transition to emission-standard 6
- **20.800 tons of resources** and **2.800 tons of greenhouse gases** saved in 2018, due to recycling
- Certified partner of TÜV Nord Audit as well as partner of the GS1 academy and **winner of the Lean&Green-Award**
- Support of emission compensation projects (e.g. "plant my tree")
- Our goal is to **save another 20% of CO2-emissions** within the next five years



COMMITMENT

As a family enterprise rich in tradition, we take on responsibility.
For Meyer Quick Service Logistics, social engagement goes without saying.

Diversity

We support equal opportunity and attach great importance to having employees with different backgrounds, cultures, religions, genders, ages, disabilities.

Social engagement

Particularly close to our hearts are our social projects for children and families. We regularly support local food banks to combat poverty in Germany, as well as other local projects.

Donations instead of presents

We regularly donate to the German children's charity "Ein Herz für Kinder" to help children in need. In supporting the "Projekt Schmetterling" we contribute to helping cancer patients and their families.





THANK YOU VERY MUCH!

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