NAVIGATING THE FUTURE

Financial and Sustainability Report 2025 | 26

KNAPP



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KNAPP IN NUMBERS
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WHAT LASTS IN A WORLD OF CONSTANT CHANGE?

Driving long-term success through strong partnerships and technological excellence

The world of logistics is facing growing pressures. Global uncertainty, rising costs and technological breakthroughs are reshaping value chains and demanding new approaches. In this dynamic environment, one central question emerges: How can we re-think logistics while remaining stable and resilient.

Speed, precision and scalability have long become critical competitive factors, determining which systems will succeed over time. Our Management, comprising the Managing Board with Gerald Hofer, Franz Mathi and Christian Grabner, along with Managing Directors Heimo Robosch and Bernhard Rottenbücher, discuss current challenges and their vision for the future of logistics.



Gerald Hofer
Chief Executive Officer

A VISION FOR LOGISTICS

We believe true stability does not come from standing still, but from navigating change with clarity and purpose. The key lies in combining stability with systems thinking and a long-term perspective. At KNAPP, high performance is not a goal in itself, but the foundation for sustainable success. This success depends on the interaction of technology, data and partnerships—creating systems that not only keep pace but set the pace.

In an increasingly uncertain and fast-changing world, what does this mean for our customers—and how do we help them navigate it?

Gerald Hofer

Uncertainty and change create a strong need for stability, and stability is exactly what we stand for here at KNAPP. Our strength lies in developing the technologies for our customers' value chains in-house or integrating technologies so deeply that we create seamless end-to-end systems rather than isolated solutions. This gives our customers confidence, because they can rely on a single partner across every stage of their value chain. In many customer relationships, we see how collaboration evolves over time: from standalone systems to fully integrated solution networks. This means that we are deeply involved in their processes and contribute significantly to their success.The stability of this company is essential to me. We are independent, guided by a long-term perspective and know exactly what we stand for—building trust, today and in the future. This is also true for technology. We are driving innovation and shaping developments in AI and robotics. What matters most, however, is what lasts reliably in real-life systems. And that is exactly what we see as our role: We take emerging technology trends and transform them into stable solutions that deliver real operational value and sustainable success for our customers.

Today's logistics solutions must combine performance with flexibility. How do we strike the right balance?

Gerald Hofer

Our strength lies in a deep understanding of each industry and the complex interdependencies that shape it. This understanding sets the direction for what our solutions must deliver, selecting the most suited technologies accordingly. We apply them exactly where they create the greatest value for the specific application. In the current market, you see many individual approaches where a single system is used for as many tasks as possible. Our focus is fundamentally different—rather than starting with technology, we look at the customer's specific challenge and create fully integrated systems around it. What matters most is the seamless interaction between hardware, software and the intelligence behind it all. Our roots are firmly grounded in high performance. Systems such as our shuttle solutions have set the benchmark for maximizing throughput and dynamic performance in limited space, and we continue to build on this technological foundation. With our development approaches, *shuttle goes bot* and *shuttle goes grid*, we are increasing the flexibility of our automated storage systems without compromising their core strengths—high performance and dynamic capability. This strategy transforms the warehouse into a multi-functional hub that directly controls and links processes. Our objective is clear: Technology does not shape the process—rather, the customer's processes and goods shape the technology.

The number of warehouse automation suppliers has expanded significantly in the past years. Performance promises often seem similar: What sets KNAPP apart?

Gerald Hofer

The question today is not who can deliver technology, but who can deliver the right solution for the customer. The real difference is revealed in operations. On the market, we see standard answers to very complex requirements. This may seem attractive at first, but almost always leads to trade-offs in efficiency, scalability and, ultimately, the customer's economic success. That's why we don't believe in one-size-fits-all solutions. Our approach is different: We don't think in individual components, we think in complete systems. Many suppliers solve specific sub-tasks very well, but true value is created when everything comes together smoothly. At the very core of each technology, there is one central question: Does it contribute to our customers' success? This is the standard that guides all of our decisions—in software, engineering or automation.

It is exactly what sets us apart: We deliver complete systems that run reliably in live operation, scale with the customer's business and create lasting value over decades.

Watch the **Video here**.

Franz Mathi
Chief Operating Officer

A VISION FOR LOGISTICS

Logistics of the future builds on data. The key is how software, data and intelligence are orchestrated into a seamless, integrated whole. We think of systems as dynamic, learning ecosystems, creating the foundation for sustainable performance, high adaptability and our customer's long-term success.

Our objective is to cover the entire value chain from pallet to piece. What does it take, from a technology perspective, to achieve true end-to-end continuity?

Franz Mathi
For us, the decisive factor is not the individual technology—whether a robot or a storage system, but how it is integrated. And this integration begins with software. Today, software no longer simply controls operations, it defines the entire process: performance, adaptability and systems built to evolve over time. We see ourselves as architects of complete systems.

That's why we developed our software around clear principles: manageable interfaces with a consistent API-first approach, modular system design instead of monolithic structures, a strong focus on the usability in live operations and a centralized data base. This data hub consolidates all relevant information and supports informed operative decisions , optimized processes and effective maintenance. In doing so, we create a software-controlled ecosystem in which all components interact systematically. Building on this foundation, physical implementation comes into play such as storage technology, robotics and intelligent sequencing. The true value, however, emerges when all of these elements are orchestrated through software. The result is an end-to-end system that is scalable, adaptable and remains consistently aligned with our customer's business cases.

AI is the buzzword of our time. How is KNAPP turning AI into real value for our customers?

Franz Mathi
Artificial intelligence is often viewed as a universal solution. We see it as a tool: our greatest lever lies in the data. The biggest limitation in intralogistics today is not mechanical, but a lack of transparency, inadequate data quality and insufficient system intelligence. This is exactly where we come in. We turn data into actionable intelligence and enable decisions that directly improve operations, paving the way from reactive systems to predictive, adaptive environments.

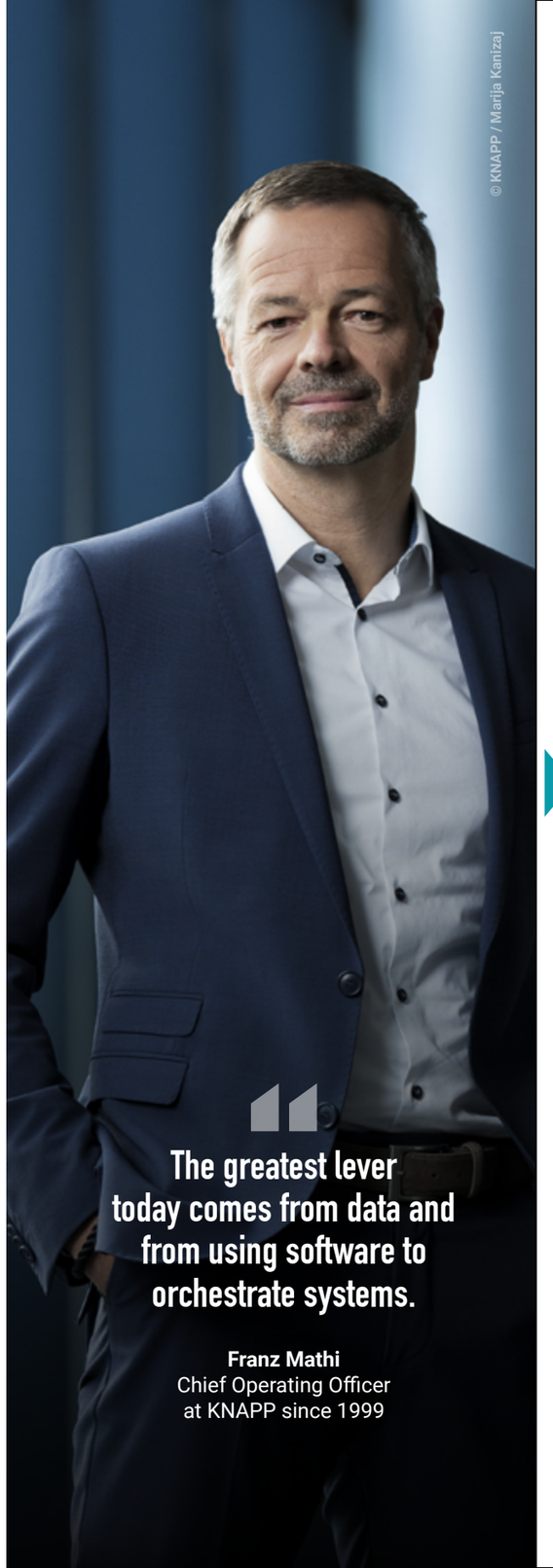
The KNAPP Brain is our own AI platform, developed specifically for the demands in intralogistics. It continuously analyzes processes, detects patterns and optimizes central parameters—from forecasting to robot control, including resource planning and predictive maintenance. One example is slotting, where optimal item placement has become highly dynamic and can no longer be managed through static control logic. Our systems recognize patterns early on and adapt automatically. With our KiSoft Delivery Solution, we create a seamless connection between intralogistics and last mile operations. Using real-time data, the solution realizes end-to-end planning from order to delivery, moving away from push control to a demand oriented pull control. Another example is the digital twin, which allows us to simulate changes in the system in advance and assess their impact. What lasts in a world of constant change is the intelligent interplay between AI, data and software. Together, they create a continuously evolving system that supports our customers' long-term success.

We support companies and their automated systems over years, and even decades. How do we ensure these systems continue to perform at their best while evolving over time?

Franz Mathi
Working with customers and their systems over many years, what changes most are their business cases. And this is where we stand out: We consistently align our systems with our customers' business cases to keep them operating at peak performance throughout their entire life cycle.

We have a clearly structured approach with four pillars: Retrofits and modernizations to technically update existing systems; active obsolescence management to ensure long-term availability; predictive maintenance to prevent failures and plan maintenance activities proactively; and cybersecurity to consistently adapt systems to current requirements. An accurate, overall perspective is critical, because we do much more than manage individual components, we provide support for the entire life cycle, while continuously evolving our systems.

Watch the **Video here**.





Christian Grabner
Chief Financial Officer

A VISION FOR LOGISTICS
We see the future of logistics shaped by clear direction, long-term thinking and strong partnerships. What matters is not chasing every hype but continuing to develop our company and our solutions to stay competitive over time. We combine stability with innovation to create lasting success together with our customers.

In a persistently challenging environment, KNAPP continues to succeed. What are the key factors for success, and how do we stay on course going forward?

Christian Grabner
Clear direction matters more than ever in today's challenging economic environment. Our success in recent years is no coincidence, it builds on a consistent, long-term strategy. With turnover exceeding 2 billion euros for the first time and a global workforce of around 9,000 employees, we have reached a new dimension—without compromising our long-term approach to growth. For us, quality, profitability and stability remain key priorities. As family-owned business, we can act independently of short-term market fluctuations. This is what gives us the freedom to be your reliable partner, even in uncertain times, and to invest selectively in future-focused areas.

Our strategic principles are clear: To secure our technological leadership, advance digitalization and continually improve the scalability and standardization of our solutions. At the same time, we are making targeted investments in cybersecurity. The objective is to combine stability and innovation—paving the way for sustainable growth.

With 9,000 employees across more than 50 locations worldwide, how do we build a shared culture and values that unite us? And what is the guiding principle that connects us with our customers?

Christian Grabner
Size alone does not define culture. What matters is a shared understanding of values, responsibility and standards, and this is exactly what defines us at KNAPP. The clear focus on our customers' success is the central guiding principle that unites us. This is not an abstract goal, but a mindset shared by everyone in the organization—regardless of our role or location. When every contribution counts, it creates a strong sense of belonging.

Aiming for the *best people* is not just about expertise, but about the right mindset: taking responsibility, working in a team, wanting to make a difference and going the extra mile for customers. Our job is not over when our project is completed. We build partnerships that evolve for the long run. Customer satisfaction is a continuous process rather than a one-time goal. This combination of clear values, shared responsibility, and consistent customer focus allows us to sustain a strong culture in a global organization.

A strong partner needs a clear vision for the future: How do we position ourselves to remain the partner of choice for our customers?

Christian Grabner
In a dynamic environment, the future can't be planned in fixed time horizons. The ability to keep evolving is crucial here. Our objective is to always strive to be our customers' most trusted partner for technology and innovation in the future. To get there, we focus on several levers: First, the agility and learning capacity of our organization—enabling us to identify developments and opportunities while actively turning opportunities into action. Another is a clear strategic position as a value chain tech partner. We bring together the broadest portfolio on the market with deep industry knowledge and long-standing customer relationships. And we are consistently developing our portfolio, always focused on our customers' business cases.

Our long-term perspective makes us unique. We do not think in terms of quarters, nor are we driven by stock market narratives. Our value is created from what we build with our customers.

Our mission is clear: To make our customers even more successful. That is how we measure our performance.

Watch the **Video here**.

Heimo Robosch
Executive Vice President

A VISION FOR LOGISTICS

The future of logistics is not just about technologies or performance, but also about how fast we execute projects. In a world of constant change, lasting success depends on systems that can be implemented rapidly, scaled globally and optimized continuously in operation. What matters most is the ability to deliver complex projects efficiently worldwide—with clear processes, close collaboration and a consistent understanding of the entire life cycle.

Need for speed and performance defines today's market: How do we bring projects to life quickly and successfully around the world?

Heimo Robosch
Speed, today, is much more than a competitive advantage—for our customers, it's a definitive success factor. In volatile markets with rising demands and growing complexity, it's not just about implementing projects quicker but about gaining their benefits faster.

For our customers, need for speed means far more than shorter project timelines. It's about rapid startup, shorter time to ROI and the ability to translate competitive advantages into operational reality. The speed factor has become just as critical as quality and performance across the entire project life cycle, from design to implementation to stable operations.

Fast projects, however, do not start with speed, they start with clarity. That means a clear target and a deep understanding of our customer's processes. Only then can we implement complex requirements in a structured and efficient way. This is one of our core strengths, combining our process expertise with a broad technological portfolio and standardized solution modules proven many times over. This mix of customization and standardization is a central lever for speed. It speeds up decision-making, reduces implementation risks and allows even complex solutions to go live quickly.

In project execution, strong leadership, experienced international teams and effective governance create the basis for speed and quality. In addition, close project collaboration makes all the difference: In integrated teams, organizational boundaries fade into the background with everyone working towards a shared goal. Especially in critical phases, success depends on the ability to act pragmatically and realize solutions quickly—and our international structure provides the perfect foundation. Local teams and a global network support us in efficiently implementing projects worldwide while always staying close to our customers.

Another key success factor is the transition into operations. A rapid and stable startup can only succeed when test phases have been carefully planned and the service concept is defined early on. We combine remote services with on-site teams—from a 24/7 Helpdesk to Resident Service models directly at the customer's location. This is how we make sure that systems are not only implemented on time, but that their performance unfolds rapidly and reliably. At the end of the day, this is what matters to the customer: that a system goes live quickly, runs stably and delivers long-term performance.

Our objective is to combine quality and speed through robust processes, strong teams and the right level of standardization. For us, need for speed is not about speed at any cost, but about intelligent execution: fast, stable and reliable. This is how we successfully deliver projects of every scale around the world and create lasting value for our customers.





Bernhard Rottenbücher
Executive Vice President

A VISION FOR LOGISTICS
The logistics of the future demands reliability. Systems must perform in real-world conditions—remaining stable and predictable over many years. What matters is how quality, clear processes and service come together throughout daily operations. Ultimately, our customers count on us to ensure their automated systems deliver reliability at all times.

How do we stay a trusted and reliable partner for our customers?

Bernhard Rottenbücher
Reliability is one of the central principles that guide our actions at KNAPP. It is how we express our values and an integral part of our DNA. Furthermore, it is closely connected to our customers' expectations for stability, predictability and sustainable performance. In an increasingly dynamic environment, we consistently align our decisions to deliver reliable results across the entire value chain.

For us, reliability arises from the interplay of solutions, organization and service.

From a solution perspective, reliability is linked inseparably to quality. As a value chain tech partner, we don't develop isolated technologies, but complete systems along the entire value chain. Our objective is to implement solutions that are not only innovative, but stable and scalable, performing reliably in ongoing operations. The targeted use of artificial intelligence helps us to evolve our systems, making them more efficient, adaptable and powerful. Quality is not visible in the concept but in operation— where our solutions create measurable value for years to come.

From an organizational perspective, reliability is the result of clear responsibilities, structured processes, a strong focus on efficiency and meeting deadlines. In our customers' highly dynamic markets, speed is a key success factor. Our goal is to deliver projects at speed while maintaining the highest standards of quality. We achieve this thanks to transparent processes, close collaboration throughout departments and a focused first-time-right approach. Continuous improvement is essential—as our organizational setup contributes directly to us honoring our value promise.

From a service perspective, reliability is the continuity our customers experience every day. It doesn't end after the successful conclusion of a project or go-live but provides support throughout the entire life cycle and beyond. Stable operations, high system availability and rapid response times build the foundation for reliable operation in our customers' day-to-day business. At the same time, through continuous optimization we ensure that our solutions remain high-performance even as requirements change. This creates partnerships based on trust, reliability and measurable value. Reliability is more than a performance attribute, it is a core principle of our corporate culture. It emerges where quality, responsibility and partnership come together, in our solutions, our organization and our service. Here, every contribution counts, and together they make all the difference.

Our customers expect more than innovative solutions—they expect us to deliver. That is exactly our commitment: to contribute reliably to our customers' success with high performance and in a sustainable manner. In doing so, we create the conditions for you to achieve your targets and remain competitive over the long term.

Watch the **Video here**.

rise to new dimensions

Discover our world of technologies and solutions, and see how we drive the world with innovation.

COMPANY

02


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Tanja Knapp
Chairwoman
Supervisory Board KNAPP AG

SUPERVISORY BOARD REPORT

Dear partners of the KNAPP AG,
dear colleagues,

KNAPP has always been a family-owned company that believes in responsibility, a clear vision and the commitment to continuity. The new generation on the Supervisory Board demonstrates our conscious decision to continue on this path. Dr. Herbert Knapp and Dr. Günter Knapp have handed over their positions as the chair and deputy chair of the Supervisory Board to the next generation. Together with Sigrid Hofmann, I'm honored to carry this responsibility forward within a body that stands for stability and the family's strong sense of connection with the company—now spanning three generations.

For you, our customers and partners, this means one thing above all: reliability. Our values are the same, our promise to you is the same and we are strongly focused on the future. We want to continue creating sustainable, future-oriented solutions with you.

This approach is more important than ever in our current era—one marked by global fluctuations, insecurity and challenges that make creating long-term prognoses difficult while demanding increased agility and flexibility on our part. Considering this uncertain environment and volatile market situation, we are both grateful and proud to have once again been able to make an important contribution to our customers' satisfaction and success, to achieve an extraordinarily good result and to increase the value of the company.

Along with several strategically important investments in the past fiscal year, we have strengthened our presence in North America by founding a subsidiary in Canada focused on local sales and after-sales support. In Hart bei Graz, we successfully completed the expansion of our company cafeteria, which now offers additional



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space and more menu options, thereby further contributing to employee satisfaction. In the past fiscal year, the Supervisory Board carried out all its duties as set forth by law and by the articles of association, advised the Managing Board on a regular basis regarding corporate affairs and monitored its activities. The Managing Board regularly provided up-to-date and comprehensive information to the Supervisory Board on the financial position and development of the company as well as on important business cases.

The Supervisory Board conducted five sessions in the fiscal year 2025/26, in which the members of the Managing Board reported on the strategy and developments in their divisions as well as on the other companies in the group, and the Supervisory Board passed resolutions pertaining to current topics.

The Annual Report and the Group Financial Statements of the KNAPP AG for the period ending March 31, 2026, were audited and issued with an unqualified audit opinion by PriceWaterhouseCoopers Steiermark Wirtschaftsprüfung und Steuerberatung GmbH. It was furthermore determined that the Management Report of the Managing Board is compatible with the Group Financial Statements.

The Supervisory Board has discussed and thoroughly reviewed all the documents for the annual financial statements with the auditor and approved them in their present form. Regarding the use of the profits, the Supervisory Board endorsed the proposal made by the Managing Board.

The Supervisory Board would like to thank our business partners for their trust and our employees for their hard work in overcoming the challenges of the fiscal year 2025/26.

Hart bei Graz, June 2026

Tanja Knapp
Chairwoman

CONTROLLING BODIES

The Supervisory Board

Mag. Tanja Knapp
Chairwoman

Sigrid Hofmann
Deputy Chairwoman

HR Dr. Herbert Knapp
Univ.-Prof. Dipl.-Ing. Dr. Günter Knapp
Dr. Martin Bartenstein
Mag. Friedrich Möstl
Dr. Peter Wenger
Mag. Helmut Grienschgl
Univ.-Prof. Dr. Gunter Nitsche
Mag. Birgit Pscheider

Works Council Delegates

Dipl.-Ing. Sandra Hofmann
Mag. Christine Plisnier
Mag. Andreas Waltenstorfer
Ing. Alexander Muzyczka
Mag. Stefan Bretterklieber Bakk.

The Managing Board

Gerald Hofer, MBA
Chief Executive Officer

Dipl.-Ing. Franz Mathi
Chief Operating Officer

Dipl.-Ing. MMag. Dr. Christian Grabner
Chief Financial Officer

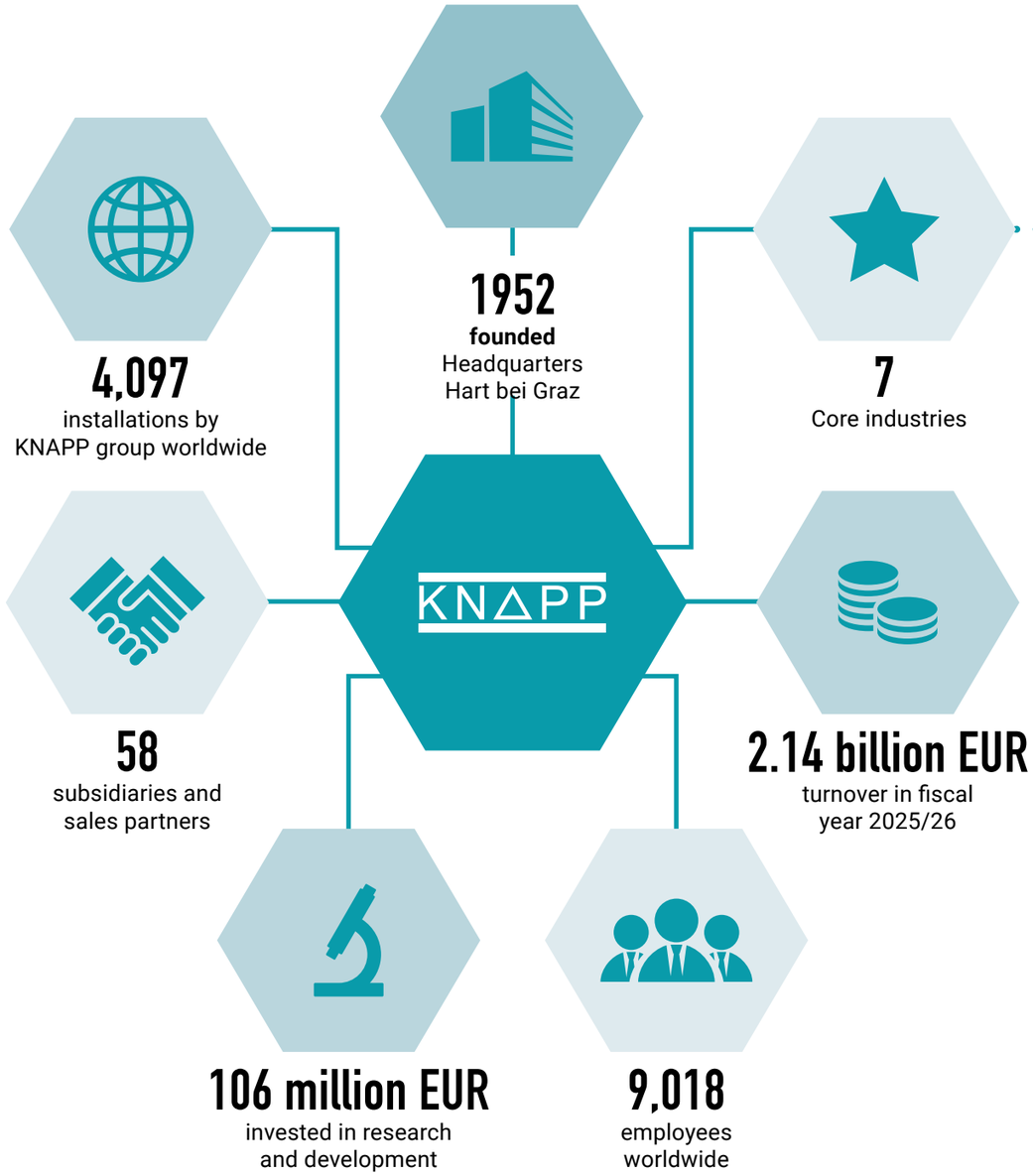
The Executive Committee

Heimo Robosch
Executive Vice President

Ing. Bernhard Rottenbücher
Executive Vice President

KNAPP AT A GLANCE

Reporting date: March 31, 2026



CORE INDUSTRIES

- Fashion
- Food Retail
- Healthcare
- Industry
- Retail
- Wholesale
- Integration Partners

EMPLOYEES

9,018 WORLDWIDE

↳ **4,618** IN AUSTRIA

2,318 IN SOFTWARE

2,983 IN CUSTOMER SERVICE

↳ **1,577** RESIDENT ENGINEERS

CERTIFICATIONS

- **ISO 9001** Quality Management
- **ISO 45001** Occupational Health and Safety
- **ISO 14001** Environmental Management
- **ISO 27001** Information Security

BUSINESS HIGHLIGHTS

Shaping the future as a global partner

In the past fiscal year, the KNAPP group further expanded its position as trusted global partner and achieved key milestones across all business areas. Our highlights show how we create lasting value while actively shaping the future of intralogistics—through dedicated employees, innovative technologies, successful customer projects and strengthening international activities.



BEST PEOPLE

The best team for our customers' success

Peak
With 9,018 employees, the KNAPP group has more employees than ever.

A new generation on the KNAPP AG Supervisory Board
Tanja Knapp and Sigrid Hofmann, both granddaughters of the company founder, assume leadership of the Supervisory Board.

New additions to the Management at KNAPP Industry Solutions
Stefan Lechner and Christian Brauneis join the Management Team alongside Wolfgang Skrabitz, Bernhard Rottenbücher and Birgit Sükar, Management Board Member.

Successes at AustrianSkills 2025
Our apprentices landed 2 gold medals and achieved several top places at the Austrian national technical and vocational skills competition.

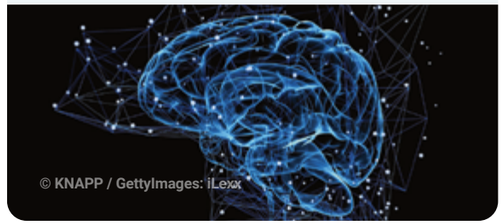
BEST PRODUCTS

The best technologies to meet market requirements

KNAPP BRAIN

Reboot your value chain with AI

Our KNAPP Brain is setting new standards for intelligent intralogistics: The AI platform analyzes data, drives smarter decisions with foresight and organizes processes along the entire value chain, paving the way for maximum efficiency, transparency and long-term resilience.



PALLET HANDLING

Efficient handling from goods-in to goods-out

Whether in industrial production, food retail or the automotive industry–pallet handling is a central intralogistics element. By intelligently integrating various solutions, such as autonomous mobile robots, palletizing robots, picking robots, stacker cranes and conveyor systems–processes not only become more seamless, but also more efficient and safer.

AEROBOT

Success across all dimensions

AeroBot is a bot-based storage system that delivers superb flexibility and storage density. Following its successful launch at LogiMAT 2025, the new technology has already gained strong international market traction. The AeroBot now handles production supply, support pharmaceutical supply, e-commerce and even storage and picking of luxury eyewear.

A tailor-made solution on the SAP Business Technology Platform opens new possibilities for seamless integration into SAP® systems.

At the SAP Showroom in New York City, we feature a use case with the AeroBot system. Visitors can see AeroBot working together with the app in a retail and fashion setting.

KISOFT DELIVERY SOLUTION

Winning strategy for the last mile

Fully digital with KiSoft Delivery Solution: The mobile app makes order deliveries paperless from warehouse to the front door. The solution flexibly adapts to any changes, optimizing deliveries in real time with AI while considering all relevant factors such as order volume, vehicle availability, traffic data, weather and delivery windows.

BEST PARTNER

The right partner for companies to implement automation projects worldwide: now also for integrators

INDUSTRY PARTNER

Automation keeps moving

Our automation solutions support the supply chains of some of the most successful brands around the globe. We focus on the sectors healthcare, retail & lifestyle, fashion, food retail, industry and wholesale. Around 4,200 systems are active worldwide. Successful companies such as Next, Spar, Walmart, Asics, Fronius, Peak Pharmacy and Kramp rely on our expertise.


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SYSTEM INTEGRATORS

Your partner for integrators and warehouse logistics

We see ourselves as a strong and reliable link between warehouse system integrators and companies who want to optimize their supply chain. Over the past few years, we have steadily expanded our collaboration with system integrators and made individual products available as well as partial and complete solutions. Companies such as DCS, DMWH or Sluno rely on our modern technologies, process innovation and passion for logistics.

KISOFT CONNECT

Navigating value chains successfully

Through our partner program KiSoft connect, we give integrators access to our KiSoft software, broadening our market and customer reach. From cloud-based WMS to analytics and LMS, we provide a wide range of software solutions. This year, we delivered 3 outstanding customer success stories together with our partners Kypse Solutions S.A in Panama, Veeloo Logistics in the Netherlands and Threelogi in Turkey.

BEST SOLUTIONS

The best logistics solutions to give our customers a competitive edge

ARVATO

Peak performance during peak season

With the new omnichannel automation solution implemented for the DOUGLAS Group, KNAPP and Arvato have set new standards. Working closely with Arvato, we raised the bar for peak-season excellence to a new level:

- **Up to 119,000 packages** per day
- **Up to 5,700 packages** per hour
- **Up to 282,000 order lines** per day
- **Up to 12,900 order lines** per hour



© KNAPP / Bernd Niederwieser

ESSILORLUXOTTICA

Upgrade at long-term partner

For the global eyewear company and long-term partner EssilorLuxottica in Italy, we upgraded a manual work station with a robotic system. Combining the manual Pick-it-Easy work station and an integrated robot offered significant advantages: An increase in performance, while simultaneously reducing the error rate.

WEBSHOP

New online store for spare parts

Order your spare parts and monitor your deliveries. Our new online platform offers a quick and easy solution to keep track of your spare parts transactions 24/7.


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BEST OPERATIONS

The best structure to stay close to our customers' needs

NORTH AMERICA

Expanding our global presence

With the new subsidiary in Canada, KNAPP's position is stronger than ever in North America. Companies such as SAQ already rely on high-tech solutions by KNAPP.

BENELUX

25 years of KNAPP Benelux

What started out as a two-person office in Belgium in 2001 has grown into a team of 130 people and become a central hub for the Benelux region over the years. Today KNAPP Benelux marks 25 years of innovation, strong customer partnerships and growth.

Read the complete success story starting on page 58.



LEOBEN

30 years of KNAPP Systemintegration

KNAPP Systemintegration in Leoben, Austria, celebrated its 30th anniversary. The company began its business in 1995 with 21 employees and has since developed into an internationally leading competence center in automation solutions for food retail and empties logistics.



BEST-IN-CLASS

A strong partner for the future—on all levels

MESSEN

LogiMAT Stuttgart and Modex 2026

True to our motto *rise to new dimensions* we will be presenting a broad solution portfolio that includes, among others, the storage system AeroBot, the new high-performance storage robot Multi Grid Bot, the AI platform KNAPP Brain and AMR solutions.



KAG

Company cafeteria expanded

At the Hart bei Graz location, the popular company cafeteria was also expanded, offering increased capacity and a broader menu variety.

KAG

Our childcare center is growing

Since April 2025, up to 120 children aged 0 to 6 years attended the company kindergarten.

AWARDS

Best of Industry Award 2025

The AeroBot storage system won the *Best of Industry Award* in the category Automation.

WKO Global Player Award 2025

The Austrian Federal Economic Chamber honored our outstanding success in exports and our global market leadership.

NOMINIERUNGEN

KiSoft Delivery Solution nominated for the IFOY Award

This award honors innovative logistics solutions, with our solution delivering a compelling approach to last-mile operations.

Watch the **Video here**.

Franz Mathi, COO

talks about our technology roadmap and how it helps us drive our customers' success.

VALUE CHAIN STORIES

03


© KNAPP / GettyImages: Piranka

GROW WITH THE FLOW

Automation as foundation for stable, scalable value creation

Growth seldom begins with a bang. Instead, it often starts as a gentle ripple, the first small indication that something bigger is coming. This up and down is not meaningless static, but the natural rhythm of real development. To operate in this dynamic environment, systems must be flexible, which is what our automation solutions offer: technologies that create breathing room and understand the processes and changes throughout the markets.

This is where KNAPP comes in–as a value chain tech partner. Our systems respond in sync with the realities of our customers. They reinforce positive developments, provide structure for the complex, and keep balance in the flows of material, information and goods, even as the tempo increases.



Growth in stages

MATALAN

UK retailer Matalan has opted for steady scaling. Starting from a single pocket sorter system, they progressed step by step to a highly modular solution which now easily handles up to 100,000 orders a day. Every expansion yielded measurable success: more precise picking, 99.8 percent order accuracy, an extension of the order deadline by 6 hours and a fulfillment boost of up to 200 percent. Integrating the Evo Shuttle, automated decanting processes, Multiscan for registering master data in optized quality and software-supported goods-to-person work stations delivered a system that not just offers more capacity, but is also more intelligent, faster and more resilient.

The added value? Today, Matalan has the logistics infrastructure to handle peak loads, balance e-commerce flow and store supply, while performing at a speed that sets the pace for retailers. It's a solution that not only grows with the company, but also provides Matalan the resources to actively design that growth.

> **With KNAPP's scalable logistics solution, we achieved the right balance between investment and returns: combining growth and efficiency while staying agile.**
>
> **John Smith**
> Senior Logistics Network Development Manager
> Matalan



Keeping logistics in motion

ASICS

The international sports retailer ASICS keeps people in motion. Their DC in Garons, France upholds this spirit with gusto. The brand mission *Anima Sana in Corpore Sano*–a sound mind in a sound body–inspires a demand for performance that is mirrored in the company's logistics: clear, reliable and full of energy. Together, the Evo Shuttle high-performance storage system and 5 ergonomic Pick-it-Easy work stations create a flow that evens out peaks and contributes to growth, for a performance of 55,000 pairs of shoes a day delivered to stores throughout Europe.

Precise processes, high availability and customizable value added services not only strengthen the service quality for more than 10,000 stores in 20 countries, but also the brand promise: Empowering people to achieve their best. Thus, logistics at ASICS is part of a larger whole–a promise for movement made good every day.

> **Working with KNAPP means working with professionals. We were able to reach our goals faster than anticipated and have already exceeded our performance targets.**
>
> **Cyril Leblond**
> Head of Distribution Center South Europe, ASICS



When logistics speaks the community lingo

QOQA

For Swiss online retailer QoQa, change is simply part of their identity: new products, new ideas and new incentives inspired by a community that loves surprises. The new system in Eclépens expresses this playfulness in the form of logistics that is flexible enough for the changing range of products, fun product bundles and direct shipping while also being stable enough for growth and peak loads.

An intelligent, compact system design, Pick to Light stations, flow racks, classic storage technologies and a customized KiSoft software solution create a logistics universe that thinks, feels and works in sync with the *Qommunity*. The system unites speed, precision and ease–just the right mix for allowing QoQa to maintain the element of surprise for their customers while keeping deliveries reliable. KNAPP's Sales Account Manager Michael Grüneis says: "Through joint workshops and shared technology experience, we developed a warehouse logistics concept that make both teams proud."

> **The advanced logistics in our new warehouse will give both QoQa and the Qommunity a lasting competitive advantage.**
>
> **Natacha Krattinger Pot**
> Head of Supply Chain
> QoQa



Intelligent logistics for highest precision.

SICK

SICK is a technology company in the business of defining the future of sensor technology. A logistics solution was implemented at their location in Kunsziget, Hungary, that works and thinks as precisely as the sensors the company makes. An automated small parts warehouse, 27 Open Shuttles and an integrated SAP® EWM system landscape link all the halls and keep all materials flowing freely and reliably with just-in-time supply to production. In the small parts warehouse, 4 stacker cranes automatically store and retrieve materials, which are then picked ergonomically at the Pick-it-Easy work stations. The Open Shuttles connect all the areas flexibly and reliably. The fleet can be expanded with ease, whether new routes, additional halls or greater quantities of materials are needed. This has allowed SICK to create a logistics environment that provides stability, delivers speed and creates space for the team to fully concentrate on what makes the company outstanding: innovation through precision.

> **The greatest advantage: The system is geared toward the future, with capacity for today as well as tomorrow.**
>
> **Laszlo Varga**
> Supply Chain Manager
> SICK Kft.



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© KNAPP / iStock: Buntiam



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DELIVERING FUTURE

Tomorrow’s solutions for today’s challenges

In a rapidly changing world with mounting uncertainties, innovation is no longer a nice-to-have. It is a must-have that allows growth and progress. In this dynamic environment, the challenges range from increasing material and personnel costs to growing consumer demands, from supply chain disruptions to cyberattacks. But there is one thing that remains constant: Our promise to our customers. With our cutting-edge solutions, we solve the challenges our customers face every day, taking their value chains to the next level. Here is a selection of our KNAPP innovations.

AEROBOT





Robots open up new ways to store goods

As warehousing space has become scarcer and more expensive, maximizing the use of available space has become increasingly important. An intelligent robotic warehouse, such as our brand-new AeroBot system lies at the heart of efficient space utilization.

This system is unique in that it uses smart robots, the AeroBots: They not only move across the floor to pick up and drop off goods but also climb up and down the racks fully independently. The height of the individual racks can vary, and the layout can be flexibly designed. This optimizes space, especially in existing buildings, resulting in lower storage costs and accelerating the provision of goods.

The approach of our AeroBot system is proving its value: Reflected not only in numerous technical awards such as the *Best of Industry Award*, but more importantly in its first successful projects:

NORD DRIVESYSTEMS
The drive system manufacturer benefits from efficient production logistics and increased storage density thanks to the AeroBot system.

SIEMENS
Siemens uses the AeroBot system specifically to increase the degree of automation and productivity of their internal material flow.

In both cases, the system can be expanded step by step and optimized for maximum longevity and operability with a fully integrated service package.

Optimum integration into the warehouse and IT landscape

The AeroBot's innovative design allows it to be integrated seamlessly into existing warehouse and IT systems. The robotic warehouse comes with a fully integrated software solution: Perfectly adapted to the use case, with the KNAPP KiSoft software or SAP by KNAPP. The KNAPP AeroBot app, developed based on the SAP Business Technology Platform, ensures transparent and future-proof integration while maintaining a clean core.

NEXT GEN ROBOTICS

Looking ahead, robotics will continue to play a major role in the logistics industry. Innovations such as the AeroBot revolutionize automatic storage and goods provision, opening up new opportunities for enhancing efficiency and fundamentally improving storage processes. The combination of precision robot technology and effective data utilization makes these advances possible. The story of warehouse robotics, however, does not end here. As the first AeroBot systems go into live operation, at KNAPP we are already working on the next generation of robots that will raise throughput and performance of storage systems to entirely new levels.

KNAPP BRAIN

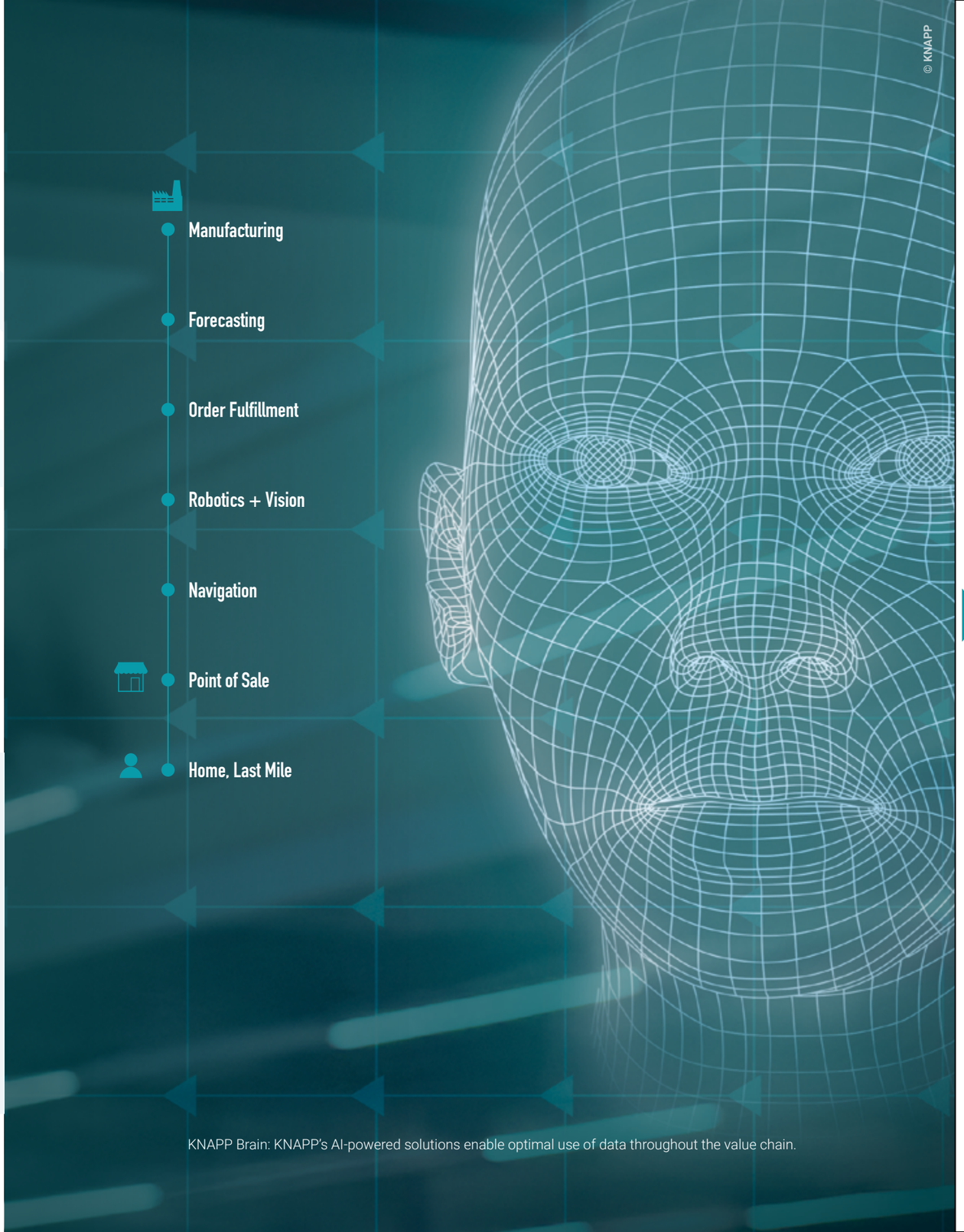
How AI is revolutionizing value chains

Logistics value chains have become increasingly complex due to the sheer variety of goods, fluctuations in order numbers and the growing expectations of end customers regarding service. Against this backdrop, classic software solutions quickly reach their limits. Artificial intelligence, however, can close the gap and increase the value in every step. This is where KNAPP Brain comes in—the first AI platform tailored for use in logistics value chains.

It encompasses various AI applications that support companies in using their data optimally to enhance, accelerate and make their processes more stable, covering the entire value chain: from precise forecasting of orders and goods to prioritizing orders, from AI-optimized robot movements and quality checks to dynamic route planning for delivery trucks. AI-supported solutions analyze data, detect patterns and orchestrate orders, resources and materials in real time. This helps balance system workloads and enables customers to streamline their planning processes by up to 75 percent.

HUMAN EXPERTISE AND AI

With AI evolving at a brisk pace, prognoses are becoming more precise, and the number of possible use cases are increasing. Despite all the progress AI has to offer, it cannot replace the value of strong, genuine partnerships—and should not try to. AI can enhance collaboration between people and help us achieve more together. At KNAPP, we continue to be a stable partner for our customers, we use AI to accelerate innovation, design systems faster and more effectively and to enrich every step in logistics.



KNAPP Brain: KNAPP's AI-powered solutions enable optimal use of data throughout the value chain.

KISOFT DELIVERY SOLUTION

For winning the home stretch

The last mile is a key strategic driver for efficiency, profitability and customer satisfaction. In reality, however, this is where businesses often lose time and incur unnecessary costs. Growing expectations for service and high cost pressure require integrated, data-based solutions that push the limits of classic storage and transport solutions. With KiSoft Delivery Solution, we go beyond the four walls of your warehouse and offer a software solution that seamlessly connects warehouses with the end customer.

The solution ensures optimum goods provision in the goods-out area and offers precise delivery windows and maximum delivery reliability. Supported by AI, the software plans resources, routes and delivery times and continually adapts them to changing conditions—because the system never stops learning. Instead of having to rely on rigid schedules, transport is planned dynamically. Companies benefit from deploying fewer vehicles, reduced dock times, optimized routes and balancing existing resources.

The KiSoft Delivery Solution has proven its benefits in several real-world applications. A leading retailer in Spain significantly shortened their delivery windows, reduced the number of required docks by more than 50 percent and used 25 percent fewer vehicles. Besides saving costs, the software improves process stability and plannability.


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Nominated for the IFOY Award

KiSoft Delivery Solution's innovative significance has been internationally recognized. The award nomination reflects the strategic value of the solution, combining operational excellence with measurable business impact and setting new standards in end-to-end control of extralogistics processes.

EFFICIENCY MEETS EXPERIENCE

The bigger the challenge, the more important it is to look at the whole picture. With our KiSoft suite, we connect all processes along the entire value chain end to end. KiSoft Delivery Solution gets us out of the warehouse and onto the last mile, improving costs, efficiency and end-customer satisfaction: helping our customers better serve their own customers. The first deployments of the software and upcoming rollouts in various sectors confirm that the solution has significant market potential across different industries.


© KNAPP / Marija Kanizaj

FIT FOR THE FUTURE IN DAY-TO-DAY OPERATION

Long-term success using continuous lifecycle management

What happens when an installation has been in operation for years and some of the components are reaching the end of their life cycle? The risk of failures increases. This is exactly where our International Customer Service and continuous lifecycle management comes in. Working closely with our customers, our experts develop an implementation plan early on that is aligned with the strategic direction of the installation location. This way, the service teams can prioritize specific initiatives and integrate them into existing investment and budget cycles. What does lifecycle management look like in practice and what are the advantages for our customers? Let's take a closer look.

PRODUCT ROADMAP AS A STARTING POINT

Managing life cycles

The go-live of a logistics installation marks the beginning of an individual life cycle for each installed product indicated on the road map, available on KNAPP's service portal e-insight. After providing full and limited support for more than ten years, this roadmap becomes the starting point for our continuous lifecycle management following a structured process:

Full Support
Full support of the system with spare parts, Service Desk, maintenance and IT services by KNAPP

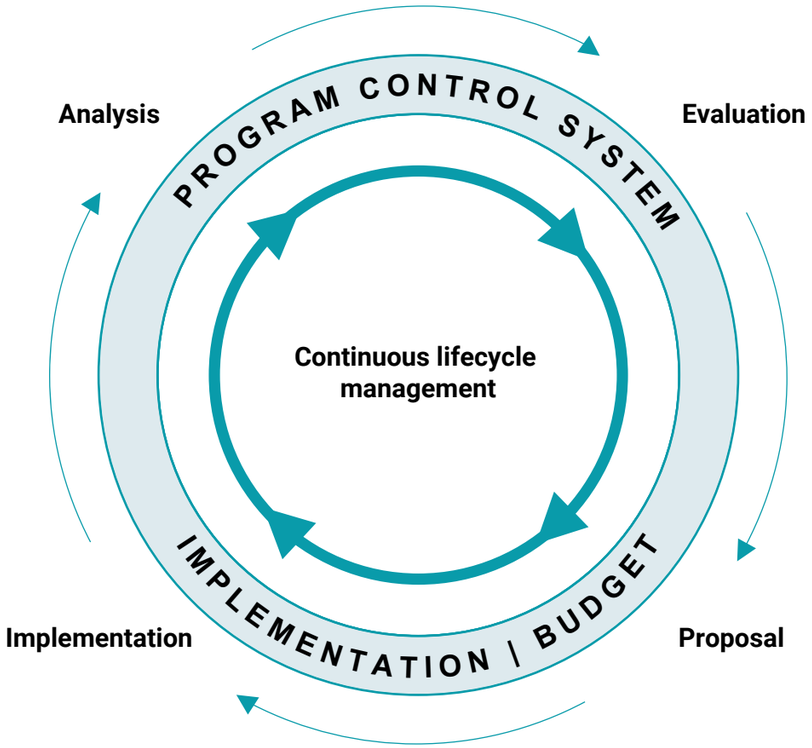
Limited Support
Limited services available for your system

Out of Support
No guarantees on the availability of support services

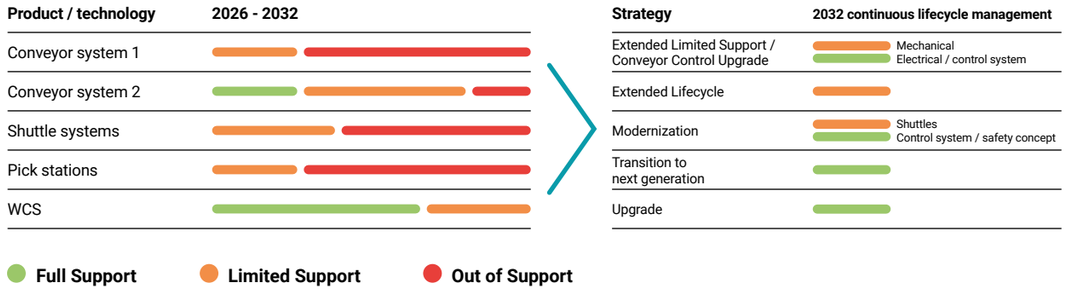


Getting started with a straightforward modernization plan

In the beginning a so-called Health Check provides an in-depth technical inventory of the installation. Together with the customer, we then analyze their future business plans. This provides the strategic framework for further developing the installation. Moving forward, our service teams work with the customer to define annual measures, set priorities and agree on binding proposals. Based on this, an action plan is implemented step by step.



Wolfgang Haar, Head of Service Portfolio Management at KNAPP, has played a leading role in developing this process. He adds, “Our program-control system plays a key role in continuous lifecycle management. Clearly assigned responsibilities, defined milestones and well-planned budgets align these modernization projects with the financial objectives of our customers.” The roadmap below shows an example of how we shift the focus from single measures to structured growth for the overall system:



By using our continuous lifecycle management, the products continue to have full or limited support as of 2032. “It is important that the expert teams plan the identified measures step by step while focusing on the customer’s business and implementing during ongoing operations,” explains Wolfgang Haar. When it comes to realizing modernization projects, there really are no limits–even when dealing with complex installations, such as the Stuttgart location of our longstanding customer Alliance Healthcare Deutschland.

→ ALLIANCE HEALTHCARE

Successful modernization during ongoing operation

The logistics installation of Alliance Healthcare Deutschland in Stuttgart was strategically modernized and expanded in 70 modification steps within one year. These steps were carried out in close collaboration with our long-term customer, without any interruption in operations. After upgrading the software, the central modification steps included modernizing the existing conveyor system by incorporating the latest generation of Streamline conveyors, revamping the dispatch area, installing new vertical lift conveyors, installing a finishing line, SDA upgrades and constructing 4 KNAPP-Store rack line systems.

The modifications were carried out between 10:00 p.m. and 7:00 a.m. and from Saturday afternoon to early Monday morning so as not to interfere with day-to-day business. Dr. Joachim Lindner, Executive Director Operations at Alliance Healthcare Deutschland, emphasizes, “A project of this scale inevitably involves a high level of complexity as well as organizational and technical challenges. What’s crucial, however, is to ensure continued operation, which is exactly what we achieved here. The exceptional commitment, professionalism and solution-oriented mindset of the entire KNAPP team played a key role in making it possible. We want to express our sincere thanks for their hard work.” Ralf Wolter, Head of Construction and Industrial Engineering at Alliance Healthcare Deutschland, adds, “The collaboration with KNAPP was marked by trust, reliability and technical expertise from the outset. We are very satisfied with the result.”

BEST PRACTICE

SMART STEPS TO SUCCESS

- **Software upgrade**
- **Conveyor modernization to newest Streamline generation**
- **Dispatch modernization**
- **Installation of new vertical conveyors**
- **Installation of new finishing line**
- **SDA upgrades**
- **Installation of 4 KNAPP-Store lines**

The project was a success thanks to the exceptional commitment, professionalism and solution-oriented mindset of the KNAPP team.

Dr. Joachim Lindner
Executive Director Operations
Alliance Healthcare Deutschand

Smart maintenance as a game changer

Continuous lifecycle management influences not only the support status of the installed products but also allows a new development stage for the maintenance concept: The modernization involves integrating specific sensors in the installation and upgrading the software to provide condition status from installed components, making it available for intelligent use. Condition Monitoring by the sensors means replacing components only when necessary and detecting deviations early on, which automatically triggers maintenance initiatives in our maintenance management tool KiSoft CMMS. This creates an additional **strategic value for our customers:** The maintenance of an installation has evolved from fixed intervals to a data-based, predictive approach, reducing the costs for spare parts and maintenance while significantly improving system availability and operational reliability for the long term.

This development towards smart maintenance clearly demonstrates the potential of a systematic approach for technical development in a logistics installation. Therefore, continuous lifecycle management has become a decisive factor for success which enables predictive, structured growth of your overall system during ongoing day-to-day operations.



Continuous lifecycle management creates planning reliability. We modernize during ongoing operations—strategically and geared toward the future.

Wolfgang Haar
Head of
Service Portfolio
Management
at KNAPP since 2024

POWERFUL SOLUTIONS FOR HEAVY LOADS

Efficient pallet handling from goods-in to goods-out

From industrial production, food retail to the automotive industry—pallet handling plays a central role in intralogistics. Modern automation technologies for pallets, such as autonomous mobile robots, palletizing and picking robots, stacker cranes and conveyor systems, not only make processes smoother, but also safer and more efficient. This time, we showcase KNAPP's comprehensive portfolio of pallet solutions.



The game changer in pallet handling: automation

Pallets may rarely be in the spotlight, but they play a vital role in moving massive loads efficiently and reliably. For a long time, pallet handling has been a manual, labor-intensive and costly process, often accompanied by safety risks. Today it doesn't have to be: Intelligent, automated pallet handling provides the opportunity to establish future-oriented processes.

6 POWERFUL TECHNOLOGIES FOR AUTOMATED PALLET HANDLING

AUTONOMOUS MOBILE ROBOTS

01

Flexible pallet transport that doesn't tie up resources

In almost every warehouse or production hall, there are pallets that need to be transported from A to B. Autonomous mobile robots—AMR for short—perform this task fully independently and precisely. The Open Shuttle Fork is our AMR line for transporting pallets. This powerful technology makes it easy for companies to take that first step towards automation. The autonomous mobile robots connect different storage and production areas with work stations and production lines, supplying them just in time. They navigate autonomously through the facility and can be installed without structural modifications. Open Shuttle Fork robots transport pallets, stillages, racks and special load carriers weighing up to 1.3 metric tons with ease. They can also pick up and deposit loads at heights of up to 1.2 meters (47 in).

FRONIUS: Pallet AMR in action

Sixteen pallet AMR by KNAPP perform various transports for frequency converter manufacturer, Fronius. The Open Shuttle Fork robots navigate precisely and safely—for both people and inventory—as they connect goods-in, production cells and goods-out. An added bonus: Fronius can make changes to the fleet themselves and manage both manual and automatic orders in a single system.



© KNAPP / Bernd Niederwieser

> **I develop the software for the Open Shuttles directly at the robot. Seeing ideas come to life on the shuttle, and seeing customers benefit from them every day, motivates me.**
>
> **Katrin Hackl**
> Software Developer
> at KNAPP since 2024


© KNAPP / Marija Kanizaj

PICKING ROBOTS

02

Clever, fully automatic palletization

The main challenges of delivering to stores are a wide range of products along with different packaging, store layouts and quantities. The innovative picking and palletizing robot RUNPICK masters these challenges. It picks multiple cases at a time to pallets or roll containers, combining precision with speed in a single movement to power up performance.

KROGER: Fully automatic palletization

Kroger, the largest food retailer in the US, opted for RUNPICK to efficiently and fully automatically palletize goods at their distribution center in Delaware, Ohio. The palletized goods are then shipped to Kroger stores across the country.


© KNAPP / Simon Moest ONLOPH

03

PICK-IT-EASY CASE

Ergonomic pallet handling made easy

If automatic palletizing and depalletizing isn't an option, manual processes should be designed as ergonomic and simple as possible. That's where the line of Pick-it-Easy Case work stations come in. The stations provide support for employees manually handling pallets, whether depalletizing, separating, picking or palletizing whole cases, in a continuous, ergonomic process.
Pick-it-Easy Case enables intuitive, controlled handling of large cases and creates optimal conditions for both staff and goods flow.

AXFOOD: Smooth pallet handling

For Swedish food retailer Axfood, small orders and specific mixed goods are palletized at ergonomic work stations of the Pick-it-Easy Case line.



04

PALLETIZING ROBOTS

Stack smarter, lighten the load, move faster

Manual depalletizing of heavy cases in the goods-in area often means considerable physical strain for employees. Automation solutions can make processes more efficient and more ergonomic. Robots depalletize mixed or unmixed pallets and prepare goods to be put away in the storage system. They can also process cartons and standard containers simultaneously. In addition, automated systems in the goods-out area contribute to the efficient assembly and stabilization of shipping pallets.

WÜRTH: Palletizing robots in shipping

Two shipping robots efficiently palletize containers and cartons at Würth in Böheimkirchen, Austria. Each robot can process eight shipping pallets simultaneously and stack them space-effectively in the optimal shipping sequence. Up to 7,000 packages per hour are stacked on pallets, which then go out to customers all across Austria.



05

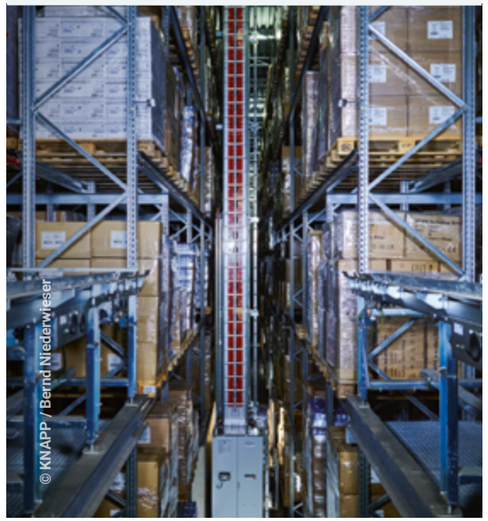
PALLET STACKER CRANES

Automated storage and retrieval in high-bay racking

Stacker cranes store and retrieve pallets fast and precisely while significantly increasing warehouse efficiency and storage capacity. Our stacker crane, the Evo Crane, stores and retrieves pallets weighing up to 1.5 metric tons at heights of up to 30 meters (98 ft)—making optimum use of the available storage space.

MW Treichl: Lightweight crane for heavy lifting

MW Treichl in Wörgl, Austria, a specialist in rail-to-truck transloading, uses a lightweight stacker crane to serve up to 8,000 storage locations. The stacker crane's lightweight design reduces its energy consumption and keeps maintenance expenses low.



06

PALLET CONVEYOR SYSTEMS

Backbone of automated material flow

Conveyor systems connect production lines with storage or shipping areas and automatically transport, buffer and position pallets. Pallet conveyor systems in particular ensure a smooth flow of goods. They can be seamlessly integrated with pallet AMR such as Open Shuttle Fork, pallet stacker cranes or other palletizing robots. Our pallet conveyor system, Powerline, delivers outstanding efficiency and maximum availability. It has a modular, building block design and can quickly be brought into operation.

SPAR: Powering groceries

At food retailer SPAR's logistics center in Graz, Austria, our pallet conveyor system Powerline connects the high-bay racking system and the picking stations, transporting around 100 pallets per hour.





LOCAL STRENGTH. GLOBAL COMPETENCE.

25 years of strong local partnership with Benelux businesses

The Benelux region is one of Europe's central logistics hubs and the gateway to important markets due to its geographic location. Companies in the region are under increasing pressure to meet growing demands for excellent service and short delivery times, while meeting sustainability goals and mitigating the skilled labor shortage. To stay competitive and successful under these circumstances, means strategically investing in high-performance and future-proof automated logistics solutions. Our team in the Netherlands and Belgium have supported companies with all-in-one solutions for 25 years, drawing on a quarter of a century of experience, striving for continuous innovation, strong partnerships and sustained growth.

We are the local partner for businesses in the Benelux region and we translate challenges into feasible solutions.

René Wolters
Managing Director
KNAPP Benelux



25 YEARS OF KNAPP BENELUX

Driving success together

What started out as a two-person office in Belgium in 2001 has grown into a central hub for the Benelux region over the years. Founding KNAPP Benelux in the Netherlands in 2011 accelerated this growth. Today, KNAPP Benelux counts 130 employees and unites local expertise with a global perspective. Not only does this incredible growth reflect the trust our customers place in us, it is also a testament to our commitment to continued investment in talent and knowledge. Employee development, long-term careers and a strong corporate culture are essential to our team spirit, allowing us to offer consistent quality and continuous support. Throughout this development, we have built long-standing partnerships across multiple sectors. The following examples highlight these partnerships in action.

25

SUCCESS STORIES FROM BENELUX

HEALTHCARE

25-year partnership for efficient pharma logistics

The challenge
While handling deliveries to several pharmacies from different locations quickly and reliably, Febelco had to meet the stringent requirements for quality and precision in the pharmaceutical sector.

Benefits

- Significant increase in efficiency and speed for order processing
- Higher availability and more precise delivery to pharmacies
- Future-proof scalability for continual improvement of services

The solution
Step by step, Febelco turned their previously manual warehouse processes and simple picking systems into a highly automated solution at the cutting edge of pharmaceutical wholesale.

FEBELCO | Belgium



Improving efficiency, quality, and service for pharmacists is a top priority at Febelco.

> **The collaboration with KNAPP has helped us improve our efficiency, quality and service to pharmacies non-stop for more than 25 years.**
>
> **Filip De Breucker**
> Director of Operations
> Febelco

PLUMBING AND HVAC WHOLESALE

Automation as the basis for efficiency and growth

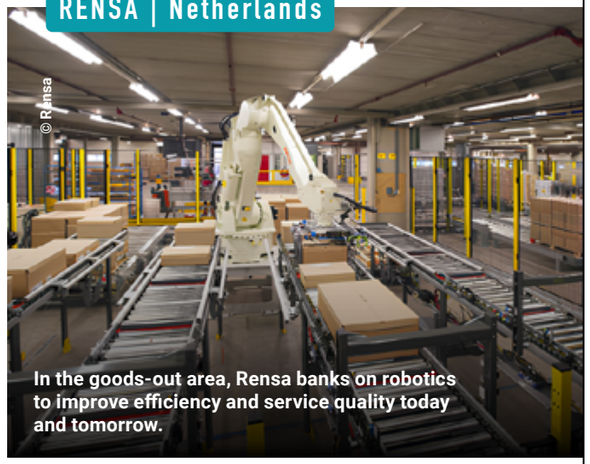
The challenge
As wholesaler of technical supplies, Rensa has to manage a wide product range efficiently, while avoiding unnecessary expenses, ensuring high product availability, error-free order processing, fast delivery and ergonomic working conditions.

Benefits

- More transparency and control over the entire product range
- Faster and more reliable delivery processes
- Significantly improved employee ergonomics

The solution
Step by step Rensa invested in a highly automated shuttle solution and goods-to-person picking, including robot technology in the goods-out area, to optimize processes for the long run.

RENSA | Netherlands



In the goods-out area, Rensa banks on robotics to improve efficiency and service quality today and tomorrow.

> **The multi-stage investments in automation allowed Rensa to improve efficiency, service quality and ergonomics for the long term—positioning them optimally for future growth.**
>
> **René Wolters**
> Managing Director
> KNAPP Benleux

CONSTRUCTION INDUSTRY

Future-proof logistics for sustained growth

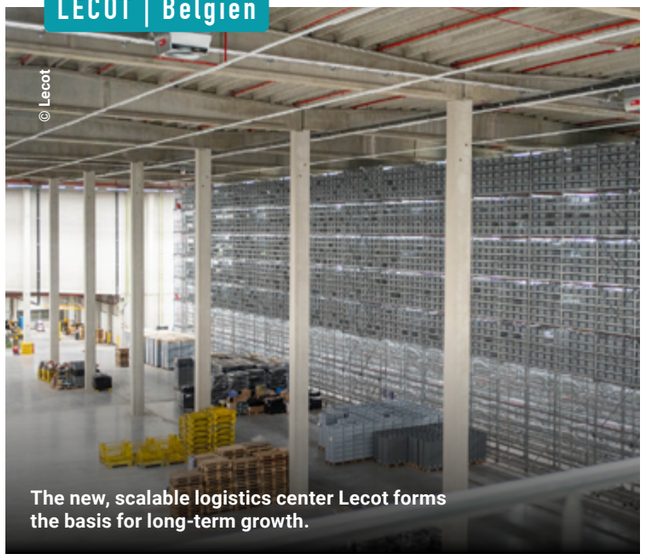
The challenge
Lecot faced increasing demands for speed, availability and reliability while handling a fast-growing number of orders.

Benefits

- Significantly faster order processing and delivery
- Order processing capacities doubled
- Reliability and customer satisfaction improved noticeably
- Future-proof logistics processes that support long-term growth

The solution
Lecot invested in a new, scalable logistics center that overhauled processes and improved order handling processes.

LECOT | Belgien



The new, scalable logistics center Lecot forms the basis for long-term growth.

> **The new logistics center represents a targeted investment in our infrastructure, which supports our services for the long term.**
>
> **Pieter Morisse**
> CEO
> Lecot



Part of the KNAPP Benelux team, from left to right: Frank Maessen, Lorenzo Boer, Loes Abbink, Hans Overdijkink, Silvia Christensen, Werner De Swaef, Paul Pouwels

Lifecycle partner of the future

Our goal today is our goal for tomorrow. As long-standing partner for our customers in Belgium, the Netherlands and across the globe, we support them throughout the entire life cycle of their systems. “What we really appreciate about working with KNAPP is their solution-oriented approach. We analyze and solve challenges together while always keeping our long-term targets in mind”, emphasizes Mark Steegh, Senior Director Projects & Support at PVH Corp.

In carrying out our services, we use data and artificial intelligence, both of which will play a continuously more important role in ensuring long-term operation in the future. Despite the new technological developments, one important constant remains: the human element and our partnerships in the Benelux region. “Through their local presence and technical expertise, the KNAPP Benelux service team adds lasting value to our operations and supports us throughout the entire system lifecycle”, says John Pelzer, Manager Technical Support, Kuehne + Nagel Benelux.



Hier geht's zum **Video**.

Gerald Hofer, CEO
talks about how we approach responsibility—and how business and society create value in everyday life.

RESPONSIBILITY STORIES

04



EVERY CONTRIBUTION COUNTS

Driving sustainable progress together

At KNAPP, sustainability is more than a one-off project or a short-term goal. It takes countless small steps, conscious decisions and continuous effort. Every day, across all areas. Every contribution counts. Whether the focus is on the environment, social topics or responsible governance: At KNAPP, we are taking targeted action to guide our organization in the right direction for the long term. **We have provided three examples of how we incorporate sustainability into our daily work below.**





The powder coating facility at our Hart bei Graz location.

ENVIRONMENT

Creating transparency: product carbon footprint

> **We have set ourselves ambitious environmental goals. With targeted measures benefiting the environment, we actively contribute to decarbonization.**

This year, we have continued to achieve tangible results: lower energy consumption, expansion of renewable energy and more green mobility options for our employees.

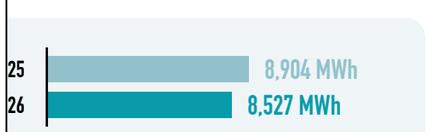
But our commitment goes beyond. We take an end-to-end view of our value chain, examining every stage from start to finish. For us, transparency is the key to being more sustainable, especially with regard to emissions. We calculate the carbon footprint of our products and systems to systematically understand and reduce their environmental impact. The focus lies on the automation solutions that KNAPP develops, produces and delivers to customers, covering the entire life cycle from the procurement of materials to live operation at the customer.

To achieve this, we have developed a standardized calculation tool that assesses the carbon footprint of individual products and complete warehouse systems made by KNAPP—for comparable results. This allows our teams to incorporate sustainability aspects early on and identify room for improvement, in turn helping our customers reach their decarbonization goals.

OUR ECOLOGICAL FOOTPRINT

Environmental figures: Hart bei Graz, Austria

As an ISO 14001-certified company, we take responsibility for protecting the environment and continuously strive to improve our environmental performance. The following key figures provide insight into our ecological footprint and show where we stand today. By regularly tracking key sustainability figures, we increase transparency, highlight developments and establish a foundation for targeted action—making sustainability measurable and actionable.



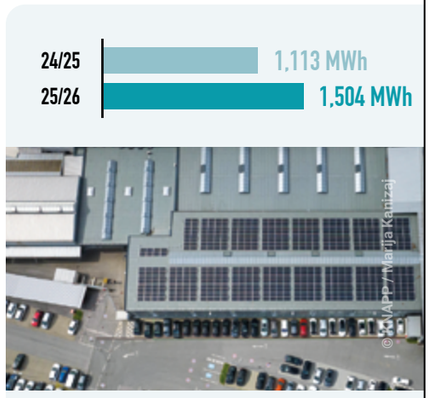


Energy consumption

Energy consumption at our headquarters in Hart bei Graz is an important area of focus. This figure includes electricity and heating for the office buildings, manufacturing halls and warehouses, the KNAPP-Kinderwelt day care center and the company cafeteria. We are implementing a range of targeted measures to reduce our energy consumption in the long term, including the use of energy-efficient machines and systems, state-of-the-art lighting solutions and efforts to lower heating requirements. Ultimately, the most effective way to save energy is to avoid using it in the first place.

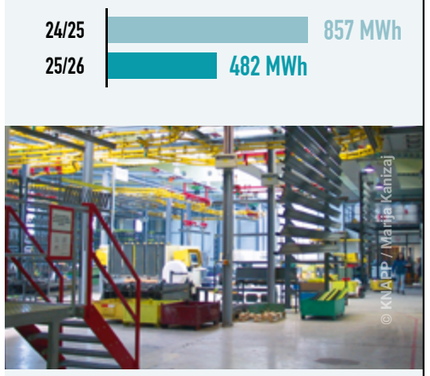
Self-generated power

In addition, KNAPP has been using electricity from renewable sources for many years. By continuously expanding our photovoltaic systems, we have increased our annual electricity generation, in turn reducing our CO_2 emissions. Any additional electricity required is also sourced from renewable energy.



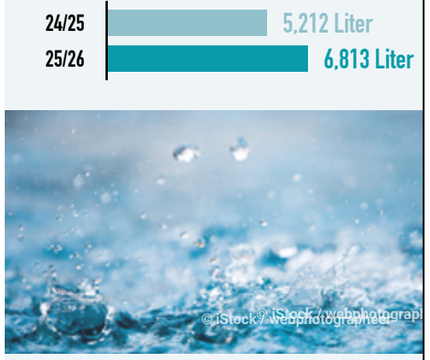
Natural gas consumption

Natural gas is currently only required in our powder coating facility. The coating process demands very high temperatures, making it difficult to transition to alternative energy sources. We are actively working on identifying and implementing measures to gradually reduce natural gas consumption and fully phase it out over time.



Water consumption

Using water responsibly and efficiently is a core priority for us, which is why we realize targeted measures to reduce overall consumption. A key example is our state-of-the-art water recycling system in the powder coating facility, which enables multiple reuse cycles and significantly lowers total water usage. This system was awarded the ÖKOPROFIT Award by the city of Graz in recognition of our commitment and the successful implementation of sustainable processes.




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SOCIAL

Encouraging open dialogue: the KNAPP ONE corporate culture program

Our sustainability efforts go beyond using resources responsibly to lower emissions and optimize our products. We also promote a positive work culture to ensure our organization's long-term success.

Our corporate values reliability, courage, openness, appreciation and creativity serve as the compass that guides our actions. They shape our leadership and collaboration style and guide the way we work together every day. This is especially important for international companies such as KNAPP with people from all around the world collaborating towards a shared goal. With our corporate culture program KNAPP ONE, we bring these values closer to all our employees.

Our leaders bring our values and strategic principles to life while serving as active role models. To this extent, we have created several event formats. One of them is *Shaping Culture: Voices of Leadership*, which is tailored to managers and offers the opportunity to exchange experiences and ideas, as well as reflecting on our corporate culture. The event series provides room for inspiration, networking and personal insights, and plays a key role in our evolving leadership culture at KNAPP. We will consistently continue to pursue this path going forward.

In comparison, Vision Talks provide a platform for exchange and dialogue among our employees. Once a month, 2 Vice Presidents share their business unit strategies, discuss the challenges their teams face, how they overcome them and highlight how their approaches fit into the overall corporate strategy. This makes relating to our strategy easier and ensures we have a common understanding of KNAPP's roadmap. A vital element of our Vision Talks is the open dialogue with the audience, with ample time dedicated to asking questions, addressing and discussing topics openly, while providing space for various perspectives and bringing clarity. This shared sense of direction gives us the chance to advance as an organization, making KNAPP synonymous with logistics.

GOVERNANCE

Taking responsibility: ReUseTex research project

Sustainability demands commitment: companies that take responsibility, make bold decisions and invest in the future drive real change.

The *ReUseTex* research project represents just that. Together with Saubermacher, the Graz University of Technology, AIT, BB Mechatronics and Resolut Consulting, we are working towards automating the sorting process for used textiles with the help of AI.

Initiated to support the EU strategy for reaching a sustainable and circular textile economy through obligatory waste separation, increasing recycling rates and extended producer responsibility (EPR), ReUseTex aims to make the sorting process of used textiles, which has been predominantly manual, more efficient and scalable.

The research focuses on identifying textiles that can be reused, keeping them in use for longer. In a test warehouse, used textiles are first recorded and photographed automatically, then analyzed and categorized using artificial intelligence. Clothing in good condition is returned to circulation for reuse while damaged and soiled textiles are allocated to the adequate recycling process. This reduces manual sorting significantly and gives T-shirts, jeans and skirts a second life.

> **This research project reflects our mission to drive innovations that enhance efficiency while contributing to a more sustainable future.**
>
> **Bernhard Pürschl**
> Portfoliomanager
> KNAPP

The project shows how much potential lies in combining technologies, data and regulatory requirements to achieve more sustainability. KNAPP is active at the interfaces where automated solutions, AI and governance requirements overlap, opening up new dimensions of innovation across sectors, disciplines and technical fields.

As a value chain tech partner, we aim to optimize every step of the value chain using intelligent automation and digitalization solutions from robotics to AI. This research project reflects our mission to drive innovations that enhance efficiency while contributing to a more sustainable future," says Bernhard Pürschl, Portfolio Manager at KNAPP.



The year in review

HANDS-ON RESPONSIBILITY

Creating an environment where people thrive

The people that work at KNAPP love taking on new challenges. They think positively and find purpose in what they do. This mindset is not only the guiding principle in working with customers but connects us as a team. Embedded in our corporate culture, it's in our shared values and our strong team spirit. It's the glue that holds us together–at team events, in promoting young talent and in the many moments throughout the day–reflecting what team work means to us.

TOMORROW'S TALENT

Fostering potential in a sustainable way

At KNAPP, we take responsibility and actively strengthen the potential of young talent in several initiatives throughout the year. One of them is our annual robotics championship, the *RoboLeague*, where around 120 students from all over Styria and Carinthia tested their technical skills, building their own robots in teams to compete in 5 different disciplines. The robot systems were prepared in class and controlled with a code-based programming language. Our apprentices supported the competition by ensuring a smooth process and taking on roles as referees.





The 14th *KNAPP coding contest* also revolved around promoting young peoples' tech skills. We welcomed 100 school and university students to put their programming skills through their paces. Before launching into the contest, participants had a chance to learn about the career paths in software or IT at KNAPP. The challenge was derived from a real-world logistics situation using our storage robot, the AeroBots. This contest shows how KNAPP actively unites education, real-life practice and innovation.



Another highlight was our apprentices' success in the *AustrianSkills* vocational competition. Our apprentices Gabriel Aldrian, who competed in robot systems integration, as well as Marwin Kremser and Konstantin Hauser, competing in autonomous mobile robotics, qualified for the international *WorldSkills* competition in Shanghai, China this fall. Their success makes a strong case: Great things happen when skills and curiosity meet with the right support.



The 2025 *CO_2 detector* project was another showcase of commitment and real-world training. The project teams consisted of 2 IT apprentices and 3 mechatronics apprentices from Leoben, Austria, who were tasked with defining and implementing the requirements of a mock customer project. The goal was to develop a CO_2 detector that would measure the carbon dioxide level in the ambient air, triggering LED signals and an audible warning signal when levels rise above the preset limit values.





STRONGER TOGETHER

Team spirit in action

Ensuring a positive workplace atmosphere not only means offering opportunities for development but also for enjoying shared experiences. Every year, around 1,000 colleagues participate in numerous events demonstrate their team spirit and challenge their endurance in business runs, grueling obstacle courses and regional events, not only in Austria but also in Germany. When people from different departments meet at the starting line, they feel the energy that is the fabric of our corporate culture: Shared motivation, excitement and the drive to reach goals together.

The right day-to-day conditions also contribute to a pleasant work environment. The new expansion of the company cafeteria was opened in January 2026, offering employees more space and the much anticipated return of the salad buffet.

The cafeteria offers 7 different set menus and also prepares around 100 meals for the children enrolled at the KNAPP day care center. A new, modern meal booking platform was introduced, allowing lunch to be booked quickly and easily.

> From apprentice training to promoting young talent, from team sports events to improvements throughout the workday– all these activities demonstrate our hands-on commitment to creating an open and supportive environment with humor and direct communication. In an environment like this, people can try out new things, grow with the challenges and thrive. Through our aspirations we aim to foster a workplace united by a shared goal, for lasting success.

HOW MUCH KNAPP IS IN ...?

How modern logistics powers everyday life

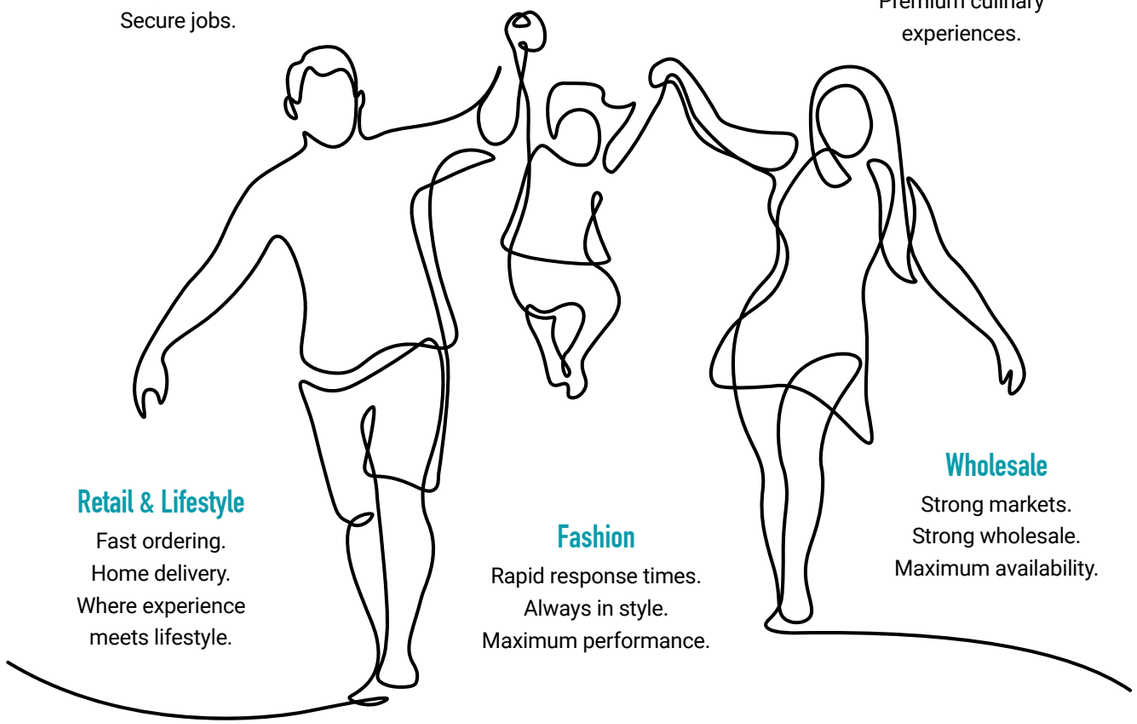
From urgently needed medications, essential agricultural spare parts to fresh groceries and impromptu fashion purchases: The logistics systems by KNAPP work behind the scenes to make sure everything runs smoothly.
Let's take a look at 5 real-world scenarios that demonstrate how logistics makes life easier. Meet the customers driving these logistical achievements, and the KNAPP employees whose expertise and commitment help keep our world moving every day.

As Value Chain Tech partner, we are wherever everyday life runs smoothly, across many industries, every single day. We simplify logistical processes to make space for what matters most.

Industry
Faster processes.
Greater performance.
Secure jobs.

Healthcare
Reliable supply.
Safe medicines.
Healthy living.

Food
Fresh products.
Resilient supply chains.
Premium culinary experiences.



Retail & Lifestyle
Fast ordering.
Home delivery.
Where experience meets lifestyle.

Fashion
Rapid response times.
Always in style.
Maximum performance.

Wholesale
Strong markets.
Strong wholesale.
Maximum availability.

The following pages illustrate how seamlessly KNAPP technologies become part of everyday routines, and how people benefit every day.

BETTER QUALITY OF LIFE

HEALTHCARE

The logistics behind medication supply

When his finger suddenly begins to tingle and becomes stiff, Oliver knows: his next flare-up is coming. He notices the blister of his regular medication is almost empty and a feeling of panic sets in. Oliver lives well off the beaten track in West Berkshire and getting to the pharmacy is quite a hassle—something he just can't manage at the moment. So, he orders his regular medication from Peak Pharmacy. Thanks to Pack2Patient, his package arrives at his doorstep the very next morning. A smile crosses his face—he knows this day will turn out just fine.

What Oliver doesn't know: While he was sleeping, his prescription runs through the highly automated distribution center in Chesterfield as order. His medicine is picked with precision in a fully-automated process and prepared for next day delivery by a KNAPP Pack2Patient technology.



Just how critical is this demand for precision? **Georg Pichler, Senior System Design Engineer,** emphasizes that modern pharmaceutical logistics leaves absolutely no room for error and requires clearly defined processes.

> **For me, this responsibility means designing systems not only for efficiency, but more importantly for safety and reliability.**
>
> **Georg Pichler**
> Senior System Design Engineer
> at KNAPP since 2001

PEAK PHARMACY

Pack2Patient service with next-day delivery

Since 1981, Peak Pharmacy has undergone quite a transformation—from a family-run business to one of the largest independent pharmacy chains in the UK with 135 stores and an online pharmacy. The ultra-modern DC in Chesterfield houses management, logistics and the automated picking of patient-specific maintenance medication in 10,800 m² (116,250 ft²).

A key driver for automation was the introduction of integrated direct deliveries as prescription-to-pharmacy service across all 135 pharmacies. The goal was to provide overnight access to prescription medications—a goal achieved with exceptional precision and efficiency thanks to the central belt system and Pack2Patient lines.

The implemented solution immediately increased efficiency with more than 50 percent of the volume being processed by the Pack2Patient lines. It also reduced the error rate to a minimum. In fact, at the Pack2Patient lines, the error rate dropped to 0.00083 percent thanks to well designed processes and automatic checkpoints within the system.

The automated infrastructure provides reliable overnight supply of prescription drugs and other products to pharmacies while complying with all MHRA* guidelines. All this means less work for pharmacy staff, and more time dedicated to patients and point-of-care services.



* The MHRA guidelines are the requirements of the MHRA, the Medicines and Healthcare products Regulatory Agency in the UK.

SECURING THE HARVEST

WHOLESALE

The logistics behind a successful season

Ask Johann, a farmer from the Marchfeld region—Austria's breadbasket—what can save a harvest, and his answer will be simple: the red box. In September, a burst hydraulic hose brought his combine harvester to a halt in the midst of harvesting, just as a rain front was moving in. Thanks to a fast online order placed at Kramp, his red box arrived the next day, the new hose fit perfectly, and Johann was able to get back on track. For Johann, the red box stands for reliability in critical moments, for spare parts arriving when every hour counts—and sometimes for saving an entire harvest.

What Johann is not aware of: These red boxes come from the **main DC of the Kramp Group** in Varsseveld, the Netherlands. Here orders are efficiently packed according to a one-stop picking principle in the highly-automated storage system: They are picked directly from source containers to shipping containers.



The implementation of such a system requires precise planning and tightly coordinated project phases, as highlighted by **project manager Mircea-Alexandru Vandor:**

> **It was an ambitious project with many interdependent phases that could not disrupt production—making the successful outcome at KRAMP all the more rewarding.**
>
> **Mircea-Alexandru Vandor**
> Project Manager
> at KNAPP since 2016

KRAMP

Modern agricultural logistics

The international KRAMP Groep headquartered in Varsseveld, the Netherlands, was founded in 1951, and has since become Europe's leading specialist for spare parts and accessories in the agricultural sector. Since 2008, KNAPP and Kramp have been working together building high-performance, scalable logistics featuring the Evo Shuttle and Pick-it-Easy work stations. KiSoft software controls all the processes intelligently for precise order fulfillment.

Driven by the company's dynamic growth, the Varsseveld distribution center was expanded in 2025 during ongoing operation. New shuttle technology, carton handling and an intelligent buffer zone made their agricultural logistics even faster and more efficient. Five planned go-lives by 2028 mark the next step in the master plan to provide Kramp customers with faster deliveries, greater choice and maximum availability. The highly automated logistics system will allow overnight delivery for more than 500,000 available products.

The plan includes an Evo Shuttle high-performance storage system with 4 aisles and a throughput of 1,720 order lines per hour. In the second phase, palletizing robots, new conveyors and packing machines handling various carton sizes will provide greater flexibility. A new buffer zone will allow intelligent order bundling and accelerate picking.



A highly automated logistics system enables overnight delivery from a range of more than 500,000 items.

Watch the **Video here**.

DELIVERING HOLIDAY JOY

RETAIL & LIFESTYLE

The logistics behind a beauty surprise

It is weeks before Christmas in Vienna, Austria. As a child, Mia sometimes opened the doors of her chocolate Advent calendar early and her mother would softly smile—a fond little memory. Today, Mia has long flown her mother's nest and lives a busy life, but she knows how much her mother loves these special rituals. She orders a beauty Advent calendar in the DOUGLAS app well ahead of time before it goes out of stock. When the package arrives, Mia receives a photo from her mother: "Thanks, sweetie!" As Mia places her order, she gives little thought to the logistics involved behind the scenes—despite ordering during peak season, when 5,500 orders leave the DOUGLAS Group DC in Hamm every hour. And that is exactly how it should be, because behind it all is an omnichannel automation solution by KNAPP, developed and implemented with the logistics provider Arvato.


© KNAPP / Marija Kanizaj

The close collaboration between experienced partners who both understand what matters most is crucial, as **Hannes Kracher, Head of Sales & Business Development,** points out.

> **The project teams on both sides have known each other for many years and understand what they can each deliver in every stage of the project.**
>
> **Hannes Kracher**
> Head of Sales and Business Development at KNAPP since 2011

ARVATO X DOUGLAS GROUP

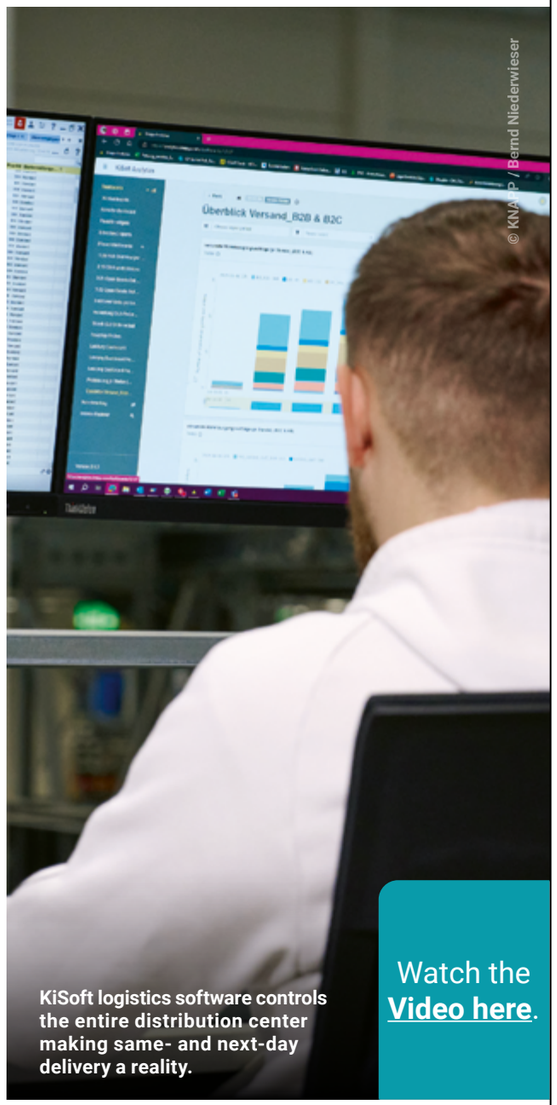
World-class omnichannel fulfillment

The DOUGLAS Group is Europe's leading omnichannel provider for premium beauty products with 1,860 stores in 22 countries and various online shops. The DC in Hamm, is operated by Arvato–one of the leading 3PL companies—with whom KNAPP has implemented 9 logistics solutions. The DC handles different order structures, including B2B and B2C, for Germany, Austria and Switzerland. At the Hamm location, six warehouses were consolidated into one central DC.

At the heart of the omnichannel automation project is the integrated Evo Shuttle 2D, the world's largest in beauty retail. The system stands out due to its optimized storage density while delivering maximum flexibility and space effectiveness.

The automation solution intelligently integrates numerous technologies and, during peak periods, achieves a throughput of up to 119,000 packages a day. Logistics software KiSoft intelligently controls all processes. B2C orders are picked into 9 different carton sizes; the height is automatically adjusted during sealing. This process minimizes unnecessary empty space, increases transport load efficiency, reduces the number of delivery trips altogether—and lowers costs.

The smart all-in-one solution supports the DOUGLAS Group's omnichannel strategy perfectly: *one warehouse for all channels.*



© KNAPP / Bernd Niederwieser

KiSoft logistics software controls the entire distribution center making same- and next-day delivery a reality.

Watch the **Video here**.

THE PERFECT OUTFIT

FASHION

The logistics behind a great look

Manchester, 10:30 p.m. A look in the mirror and it suddenly strikes her: Tomorrow evening, everything has to be perfect. In the back of her mind, Emily is going through her outfit for the gala. Of course, she ordered her dress today at noon in the NEXT app—an elegant evening gown selected quickly and intuitively, simply perfect for her. A tick before 11 p.m. she realizes something is still missing. She opens the NEXT app again and orders a pair of shoes that complete the look, and best of all: just in time for next-day delivery.

What Emily does not know: Both orders, the afternoon order and the late evening order will be delivered together on the next day. They arrive in the same package, cleverly bundled with sustainability in mind, exactly why she loves NEXT—fashion that thinks ahead.


© KNAPP / Marija Kanizaj

NEXT's famous fast-paced order fulfillment not only is rooted in a high-performance logistics system but also in a strong partnership—driven by the expertise of **Christian Krenn, System Design Engineer.**

> **It's not just about understanding a project and its requirements but understanding the customer and their way of thinking.**
>
> **Christian Krenn**
> Team Leader,
> System Design Engineering
> at KNAPP since 2017

NEXT

Faster processing with AutoPocket technology

NEXT plc is a leading UK-based fashion, beauty and home products retailer with over 500 stores, 200 international branches and a successful online platform. For years, NEXT has set benchmarks in rapid order processing and pioneered next-day delivery for orders received by 11 p.m.

With rising e-commerce demand, NEXT continuously modernized the Elmsall Drive logistics campus, replacing a flat goods sorter with the more efficient AutoPocket system. The main challenge was integrating the project into the existing campus infrastructure, which was successfully achieved through close collaboration between KNAPP UK, KNAPP headquarters and NEXT's logistics team.

AutoPocket has become a key success factor in NEXT's distribution network: the modules achieve a performance of 45,000 items. A separate module sorts up to 5,000 packages per hour in goods-out.

The result: The overall system has shortened lead times from picking to shipping and saves 35 percent in weekly personnel hours compared to traditional cross belt sorters.

Let's take it on: the collaboration with NEXT will continue. Further optimizations are underway to improve large-volume returns handling, storage capacity and throughput for the long run.



AN APPLE A DAY

FOOD RETAIL

The logistics behind your daily dose of vitamins

Luca goes to grade school in Bern, Switzerland, and is remarkably bright for his age. He is particularly fascinated by Albert Einstein, who spent his most productive years as a scientist in Bern. Einstein postulated that with $E = mc^2$, even the smallest mass can release enormous energy. Luca feels the same way about the apple in his lunchbox: It may just be a small bit of fruit for a snack, but it packs a greater punch than you'd expect. For Luca, it's clear, that his apple is part of his personal power formula.

What Luca doesn't know: For his apple to keep its vitamins, it has to arrive fresh at the store—which is exactly what our automation solution at Migros Aare in Switzerland makes possible. A team of KNAPP Resident Engineers at the Schönbrühl distribution center keeps the FAST Picking solutions running reliably, ensuring fully automated handling of its range of fresh fruit and vegetables.


© KNAPP / Marija Kanizaj

Jürgen Puchta, Sales & Business Development, was involved in implementing the automation solution: His experience has been instrumental in ensuring the reliable supply of fresh products.

> **I am particularly proud that KNAPP has been trusted with major responsibilities within critical supply infrastructure.**
>
> **Jürgen Puchta**
> Sales & Business Development
> at KNAPP since 2015

MIGROS AARE

Fully automatic solution for store deliveries

Migros and KNAPP have enjoyed a working partnership for around 20 years. Migros, one of the largest food retailers in Switzerland, uses automated KNAPP solutions at a total of 9 locations.

The Migros Cooperative in Aare profits from our FAST Picking solution (Fully Automated Standard Tray Picking) for their store deliveries.

KNAPP implemented a fully automated solution for handling standard and mixed load carriers for Migros. With SAP® EWM by KNAPP, Migros Aare invested in an all-in-one software solution.

Since the orders vary in size and structure, deliveries that are tailored to the stores make all the difference in terms of efficiency. During the goods-in process, Vision technologies analyze the load carriers on the pallet to ensure efficient and reliable depalletizing.

Once stored in the central storage system Evo Shuttle with 168 shuttles and 37,400 locations or in the high-bay warehouse, the completed orders are precisely sequenced in one of the 14 Fastboxes—fast buffer towers for containers. The containers arrive at the stacking and palletizing robots in the right sequence to create store-friendly pallets in a fully automated process. And off they go to the more than 150 Migros stores.

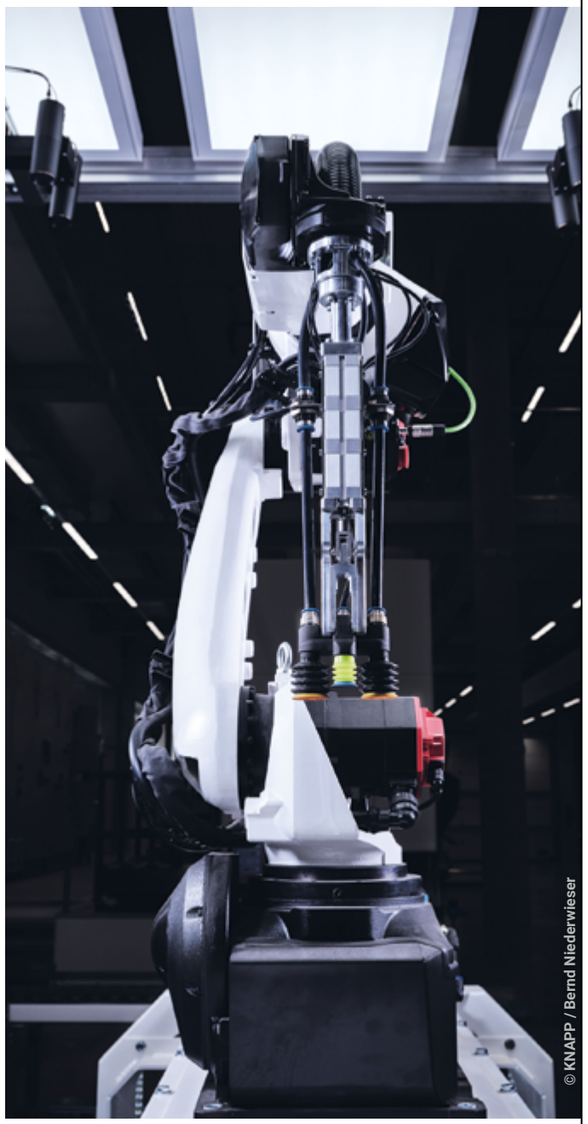

© KNAPP / Bernd Niedenwieser

The distribution center in Schönbühl supplies more than 150 stores on a daily basis, making sure Luca always has a fresh apple.

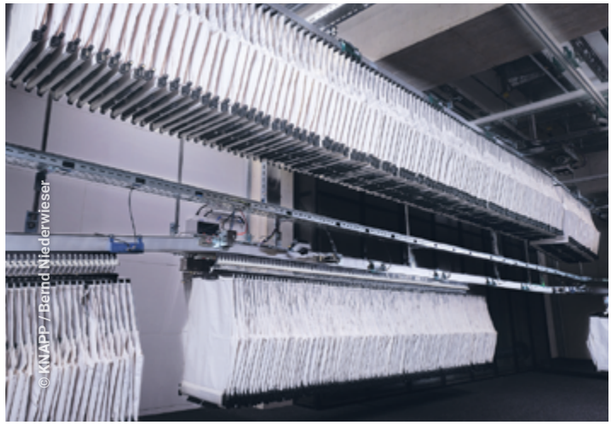
Watch the **Video here**.


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