

FULFILMENT FOR SYSTEM CATERING



Fresh. Fair. Fullservice!



'QSL creates room for your core business'

'As Managing Directors of a traditional family company we are committed to absolute reliability and integrity. We are true partners for our customers because we take their requirements seriously and make them our own.'

We always look for the best possible process and develop supply chain solutions that are perfectly tailored to the business model – from the rough concept and detailed planning through to routine operations. Excellence and flexibility are among our strengths in our day to day work for our customers. In doing so, we rely on a committed team with friendly colleagues who take on responsibility and do a good job.'

Markus Bappert, Managing Director
 Florian Entrich, Managing Director

SUPPLY CHAIN MANAGEMENT FOR DISCERNING CUSTOMERS

Traditional values and innovative management need not be contradictory. For us at QSL, loyalty to customers and employees is as much part of a good reputation as responsibility, directness and respect for



our environment. Through these we build on the strong foundations that were laid back in 1949 with the foundation of our sister company Ludwig Meyer GmbH & Co. KG, one of the recognised specialists in food distribution.

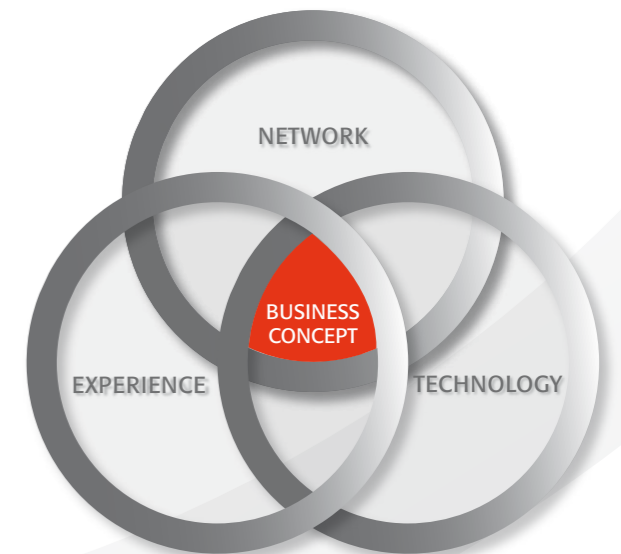
Whatever we do, we want to be the first choice for our customers. How can we achieve this? With our high quality standards, comprehensive training and continuing education programmes and a good deal of passion. In this way, we create room for our customers' core business and, at the same time, ensure that logistics becomes an important value-added ele-

ment. Our experts in complex supply chain solutions develop efficient processes and stable structures for our successful customers. In doing so, we rely on a neutral and well-proven recipe for success: centralised control and the pooling of procurement and distribution logistics.

We build a neutral platform in each case with our sophisticated IT systems in order to pool our customers' flow of goods and thus achieve synergies – the key to excellent logistics. The focus in each case is the restaurant, in other words, the 'point of sale' around which everything literally revolves. It is the centrepiece and starting

point for volume control and all the associated processes.

The basis for our success





'We make everything possible for our customers'

'We are on hand for our customers if they need support with an order or supplies at short notice because everything must be perfect at the "point of sale". A successful restaurant needs the right stock at all times to ensure that their guests are satisfied. That's why everything comes together on our helpdesk.

Whether it's orders, complaints or questions about invoicing – my colleagues and I will always find the best possible solution. We use our high-performance IT system where we can record requests securely and process them quickly. This gives us time for a few personal words and a friendly smile on the telephone.'

Annie Alima Traore, QSL Helpdesk

ADDED VALUE THROUGH FULL SERVICE LOGISTICS

The idea to start with was to develop an integrated supply chain solution; today it is a comprehensive and well thought-out overall concept for sophisticated system catering and other related industry sectors.

At QSL we consider ourselves a food logistics service provider with a commercial function that controls the entire logistics processes of its customers, organises operational purchasing for them, procures, stores, picks and distributes the stock and also takes care of all invoicing for them. Whether it's procurement, warehousing, distribution, complaints management or brokering – our scalable supply chain

management concepts can be tailored to any customer requirement.

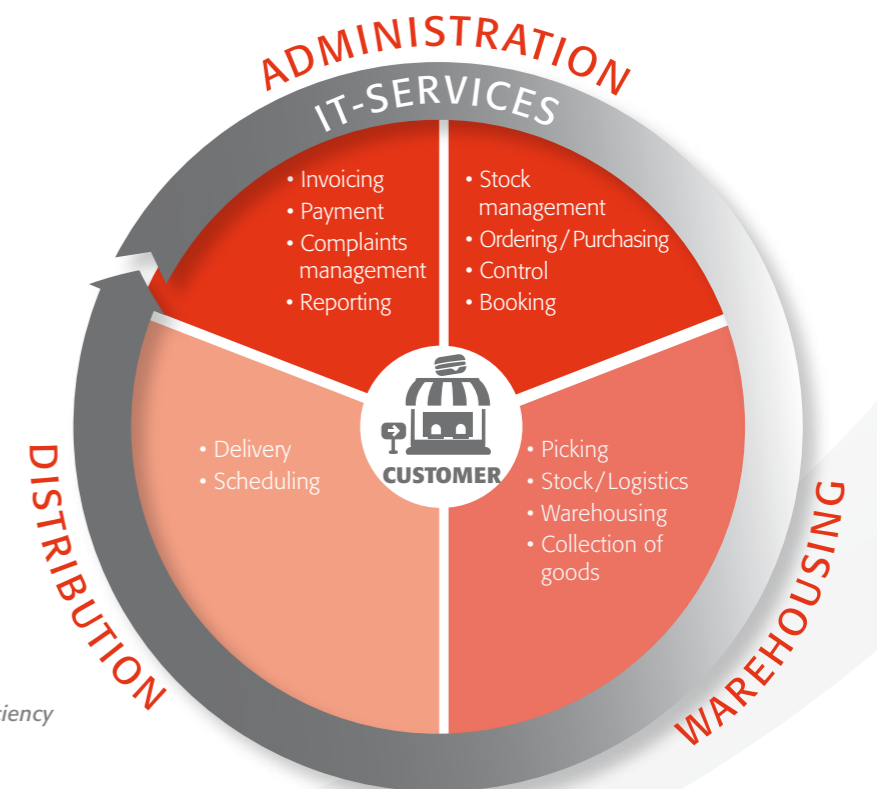
We hold stock at our modern warehouse locations that we supply on a daily basis directly or via our cross docks. In doing so, we rely on the modern fleet of our sister company Ludwig Meyer that is designed for high-quality multi-temperature transport.

Stock management is organised by our Operational Purchasing team. This is where everything comes together and all the supported processes are controlled before our Scheduling team gives the

go-ahead for the transport. Our customers set the pace with strategic purchasing: they determine what, from whom and at which price products are purchased. Our Supply Chain teams take care of the rest, plan the collection, control the supplier's purchase volumes and take care of the payment.

We therefore create real added value for our customers.

Fulfilment increases efficiency





'Our processes interact with one another'

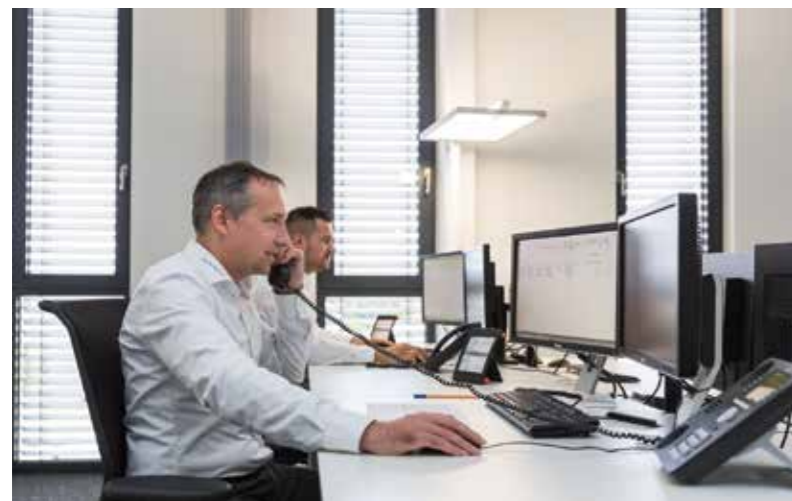
'The storage and transshipment of food is a responsible task, particularly when it comes to the professional handling of temperature-sensitive products. All temperature zones in our warehouses are kept at an optimum temperature at all times. We guarantee our customers consistent compliance with the cold chain and document the entire temperature profile for them. This is where our experience counts.'

'Our teams are highly trained and therefore in charge of the situation at all times, even with heavy demand. This is because with a daily throughput of nearly 900 tons of tonnage, every move has to be perfect.'

Mathias Huber, Branch Manager of the multi-temperature warehouse in Dornstadt

CONTINUOUS PROCUREMENT – OPTIMUM WAREHOUSING

A customer's own range of products is a strategic USP for most system catering concepts. The quality of the products is particularly important here – and there



fore the selection of suitable suppliers. A decision that our customers are in the best position to make.

As specialists in operational purchasing we make sure that all products are available in the right place at the right time and the restaurants never run out of anything. A task that we accomplish with enthusiasm and a high level of expertise. We know from experience what is required here.

We pool the procurement of goods geographically and thereby ensure the optimum utilisation of transport. This way, we achieve substantial cost advantages for

our customers and save time. Our highly trained specialists work hand in hand with the collection and storage in our multi-temperature warehouse locations.

Our long haul fleet is one of the most modern in Germany. This applies to the drive technology, the bodywork and the telematics systems that support our drivers in their work. Therefore, we also set standards in terms of ecology.

We bring together 'ultra-fresh' products with the rest of the range at our cross-dock locations in order to combine short routes, optimum freshness and quality



with logistical efficiency – to ensure that everything in the restaurant always tastes delicious...



SOURCING CONSULTING FOR MID-SIZED COMPANIES

Those who get their goods from trading companies or bulk consumer services generally pay a trading margin. As logistician with a trading function, QSL offers goods flow control without a mark-up. This means that our clients can freely determine their entire product range and specifications, choose suppliers, and set purchase prices that they have negotiated themselves.

Their own product range in combination with our logistics not only cuts costs, but gives the franchise system the capability of offering a unique range as a strategic characteristic. We are happy to support

food service industry companies that are planning their own ranges in selecting the right suppliers and the best-quality products.

We use our extensive know-how and experience to help with everything from the development and implementation of procurement strategies to the execution of planned measures. This means that we support food service industry companies with the development of the supply chain from the very beginning.

In addition, we assume responsibility for pre-financing, relieving pressure on our

clients' balance sheets. For example, QSL bears the so-called del credere risk of payment default for the supplier.

What is special about the concept is that QSL fairly and transparently calculates only the added value from the logistical service.





'The planning of my routes is excellent'

'My modern truck offers the best conditions to get chilled food to its destination at an optimum temperature. The truck has several compartments that we can set to different temperatures. This way, I can deliver buns and frozen chips to a restaurant with one stop – and if the temperature in a storage compartment changes, the telematics system warns you in good time before the goods become damaged.'

'My 1,800 colleagues and I always deliver goods that are guaranteed to be fresh – even to the narrowest of alleys because we are real experts at the wheel.'

Ernad Zulic, Distribution driver for QSL in Dornstadt



MULTI-TEMPERATURE DISTRIBUTION: ONE-STOP SHOPPING AT ITS BEST

Our modern fleet creates the basis for our logistics concept that satisfies every requirement. One-stop shopping – the

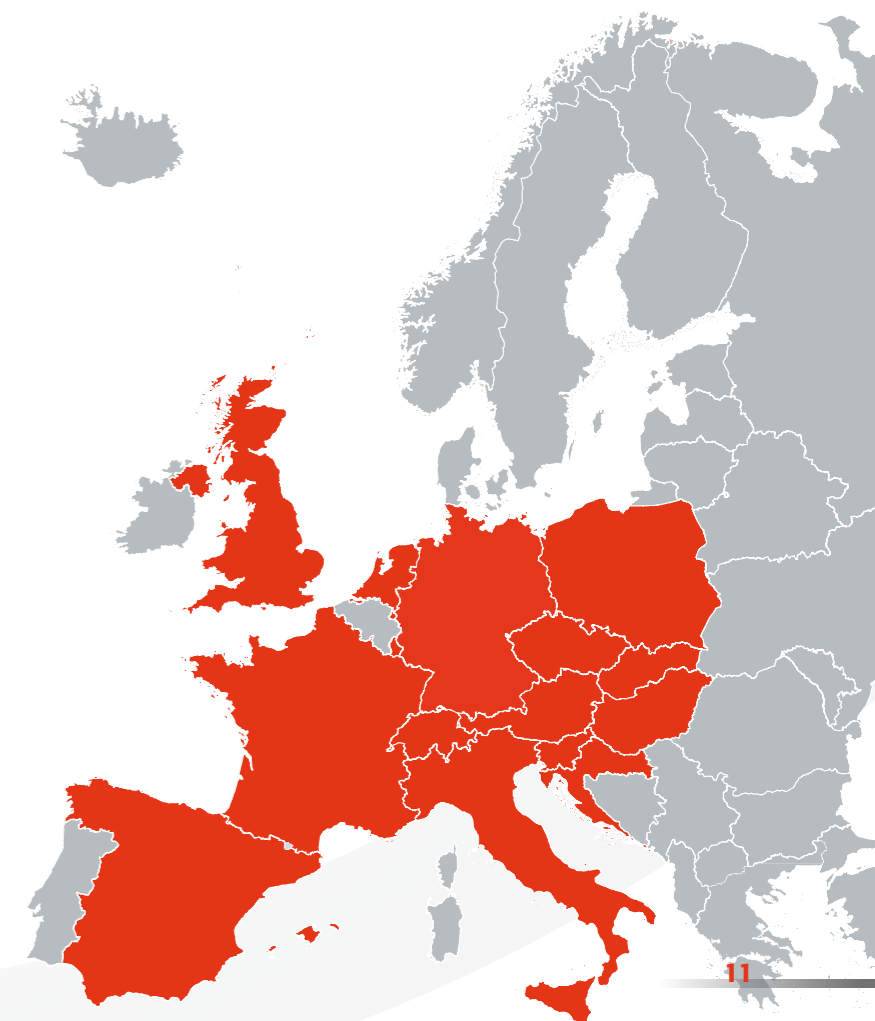


delivery of all goods with only one stop with one vehicle. The advantage: administrative processes become more efficient and our customers have more space for their core business – and restaurant employees can focus entirely on their guests.

We transport goods from all temperature segments at the appropriate temperature range with modern multi-temperature vehicles – monitored by a telematics system that makes all data available online. GPS positioning allows us to recognise at all times where the vehicle is and whether it will arrive at its destination on time.

With approximately 1,200 current vehicles our sister company Ludwig Meyer GmbH & Co. KG guarantees secure and high-tech transport capacities. With innovative drive concepts, such as hybrid trucks and natural gas engines, we ensure that the environment can also breathe a sigh of relief.

Moreover, our 'whisper-quiet' fleet protects residents' ears and makes the restaurants perfect hosts that are also popular with the neighbours.





DROP & GO – DELIVERY THAT SAVES TIME AND EFFORT

Highly efficient delivery processes are a key success factor for restaurants. That is why QSL has developed the 'Drop & Go' delivery concept. Packed pallets are



scanned and photographed from all sides before being wrapped in stretch film. Special software assigns the photos to the shipping unit's number and stores them on a server. The advantage is that there is unbroken documentation of the completeness and integrity of the goods from order to dispatch. Our food-service clients do not check the content of their deliveries until they store them; the additional step of jointly checking the delivery in the presence of the driver can be dispensed with. This allows clients more flexibility in management of staff, and QSL saves time during deliveries.

iPads with the iPimm app

With QSL, all drivers are equipped with iPads, which means that there is no need for paper bills of lading. All steps from the automatically generated entry of the arrival time to temperature checks to receipt of empties to electronic recipient signature are performed on the tablet by the driver. After store staff confirm the receipt of goods, the iPimm software transmits the electronic bill of lading directly to our dispatchers and the systems of our food service clients. That saves store staff work in several ways: The electronic bill of lading can be loaded directly into the



store's cash register system, allowing goods receipt posting without the necessity of typing in information. The receipt can also be archived electronically, which saves work for accounting.



FULL SERVICE FOR THE 'POINT OF SALE'

How much? From where? When? To where? Intelligent stock management à la QSL starts on our helpdesk. Restaurants order their products here based on volume forecasts and sales figures – five days a week.

For urgent repeat orders we have installed our own hotline that is also answered on all working days and provides expert information. We take care of distribution from Monday to Saturday.

This ensures a high level of quality and freshness, prevents bottlenecks at the 'point of sale' and absorbs peaks in demand.

The basis for this is our IT system that maps all processes along the entire supply chain and allows them to be controlled in a flexible manner. In addition, we deal with the complete invoicing with the

restaurants and offer comprehensive reporting.

Our teams are real industry experts and are aware of all relevant regulations. It goes without saying that we comply with standards, such as the International Food Standard (IFS), and also train our employees according to our customers' individual specifications. Extensive audits and certification confirm that we reliably comply with these.





DISPOSAL MANAGEMENT: THE INDUSTRY SOLUTION FROM QSL AND INTERSEROH

Our full-service offerings are not limited to the classic logistics solutions. We also support our clients in the organization of your waste management. In cooperation with Interseroh, an environmental service provider and subsidiary of the ALBA Group, a recycling specialist, we have developed an integrated industry solution for the return and recycling of sales packaging in compliance with the seventh amendment to the packaging ordinance.

Interseroh and QSL assume responsibility for all the administrative tasks for you with a highly transparent reporting system

for monitoring volume flows. We perform the organization of the entire waste management system with all verification and documentation requirements and all invoice flows in this complex process. QSL provides the data for the delivery. Interseroh assumes responsibility for the organization of pick-up and recycling of packaging.

By bundling the organization of disposal and payment streams, the industry solution offers significantly improved efficiency for our clients.





OUR LONG-HAUL TRANSPORTS CONNECT EUROPE

Those who are seeking a partner who reliably and punctually distributes sensitive foodstuffs all over Europe will find themselves in good hands with QSL.



The QSL cargo division with its well trained drivers connects the QSL locations throughout Europe around the clock, seven days a week. More than 100 vehicles ensure that deliveries are made punctually to our cargo clients and QSL locations while strictly maintaining the refrigeration chain at all temperatures.

Staff not only receive optimum training in handling foodstuffs, but also work with cutting-edge technology to ensure that the sensitive goods are transported safely in compliance with the food hygiene regulations based on the HACCP concept and the IFS. Moreover, the goods are

actively monitored at all times during storage and transport.

GS1 standards, RFID, temperature data loggers with GPS connections, and web-based tracking and tracing solutions ensure that all quality-relevant data is collected.

The temperature "idem" telematics system transfers the data from the vehicle to the control centre in real time and raises an alarm in the event of deviations. The IT-supported reporting system for QSL clients confirms the results in black and white at all times.

Our services at a glance:

- Temperature-controlled partial and full loads
- Daily connections throughout Europe
- Vehicles that represent the state of the art, many of them with environmentally friendly propulsion systems
- Vehicles with double-decker technology that increases loading capacity
- Regular driver training measures
- Help desk for orders, complaints or questions about invoices
- Environmental management system certified in compliance with DIN ISO 14001
- Our own supply offices in Germany and Austria – and soon Poland as well



'I can achieve a great deal with my training'

'Being able to manage the flow of goods efficiently – this is what I am learning in my training at QSL. Everything that is needed to ensure that I can eat a crispy salad, delicious pizza or fresh burgers with my friends at the weekend forms part of my training.'

I also experience how important environmental protection and the efficient management of natural resources are in this process. Friendliness and respect define the way that we deal with each other here in our company. We simply have wonderful chefs and great colleagues that are always there for us.'

Annalena Meyer, Trainee Management Assistant in Office Administration, Friedrichsdorf

WE TAKE RESPONSIBILITY FOR OUR ENVIRONMENT

Logistics is there for the people. At QSL we consider ourselves a service provider for the benefit of consumers. Sustainability is not just lip service in our company, but instead applied to everyday life. Starting with alternative drives, such as hybrid technolo-

gy, natural gas engines and Euro 6 vehicles to low noise floors, encapsulated tail lift drives and emission-free cooling units, we do everything that we can to ensure that our vehicles attract as little attention as possible.



Efficient IT systems and innovative telematics solutions support us in the control of the logistics processes and ensure that our refrigeration technology functions properly. Our warehouse employees have a wealth of experience in handling sensitive food – and we train our drivers on a regular basis to ensure they drive safely and with foresight ensuring that they

conserve resources at the same time. As an employer, we also attach great importance to the fact that our employees have a stable environment. As a medium-sized family company we have deep roots at our company locations. A large number of colleagues have already celebrated long service anniversaries at our sister company Ludwig Meyer that was founded in 1949.

20 years of service with the company is not uncommon there and individual drivers have been 'on the road' for us for more than 35 years. To ensure that our children also have a future we support social projects for children and families,



such as sports clubs or different projects organised by the Bundesverband Deutsche Tafel e. V. This is because we take our social responsibility seriously as a family company.



PROCESSES WITH CERTIFIED QUALITY

We at QSL have focussed all our processes on the highest quality of foodstuffs. We use all our considerable experience to implement standards that offer considerably more than is required by IFS or HACCP.

With our quality management and regular client audits, we are constantly working to establish our own QSL standard for handling foodstuffs. However, we also aim to anchor our responsibility for the environment and future generations in our philosophy by implementing ambitious, measurable processes. In January 2015, we therefore introduced an environmental

management system and succeeded in having it certified according to the ISO 14001 standard. This system is based on measurable environmental goals, such as reducing energy consumption and using resources sustainably.



During the step-by-step introduction of the environmental management system, QSL's focus was on identifying relevant environmental issues and making them measurable. In addition to internal processes, QSL evaluated external service providers.

Introducing the certification system is a logical step arising from the company's key values.

However, certification according to DIN ISO 14001 also represented entering into an obligation to develop processes that constantly improve the company's environmental performance.

We take our responsibility for the environment seriously and guarantee our customers high environmental protection standards in all of QSL's areas.





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