

ORGANISATION OVERVIEW



KLOSE | INDUSTRIAL
SERVICE
YOUR TOTAL SOLUTION PARTNER IN ASIA-PACIFIC

YOUR PARTNER IN ASIA PACIFIC

ORGANISATION OVERVIEW



**FOUNDED IN
1935**

Steinheim an der Murr in the South of Germany marks the birthplace of what is now known as the KLOSE Group today. Founded as a regional transport company, we quickly developed into a globally active group serving industrial companies on a daily basis.



**FAMILY-RUN
BUSINESS**

Founded by Ernst Kurzenberger, grandfather of the current Managing Partner, Mr. Hans-Martin Klose. The 4th generation has been actively involved in the business since 2014: Maximilian Klose manages APAC operations.



**GLOBALLY
CONNECTED**

From our global headquarters in Bietigheim, Germany, to our Asia headquarters in Kuala Lumpur, Malaysia. We are active in South Asia, Southeast Asia, South Korea, Taiwan, and Japan, as well as Australia and New Zealand, Europe, and North America.



**CERTIFIED
QUALITY**

By TUV Nord under ISO 9001 (Quality Management) and as one of the first companies in our sector under ISO 45001 (Environmental, Health and Safety). But more importantly, by our existing customers in the form of Service & Partnership Awards.

YOUR SPECIALIST FOR ASIA

Founded and headquartered in Germany in 1935, we now predominantly provide our services throughout Southeast Asia, India, Bangladesh, Taiwan, South Korea, Japan, Australia, and New Zealand. With more than 85 years in the industry, we have a well-established network of service locations, partners, and other connections throughout the region. Our customers immensely value our German mindset and corporate culture, with quality, safety, reliability and efficiency forming the cornerstones of all our activities.

We manage our operations in the region and dispatch highly qualified technicians from our APAC headquarters in Kuala Lumpur, Malaysia. You need a machine or even an entire factory relocated from France to Vietnam? We can handle dismantling in France, arrange transportation, import, and conduct reassembly & commissioning until 'ready for production' in Vietnam. To provide you with the highest quality and effective costing for such projects, our site manager will typically be dispatched from our headquarters in Germany, while technicians will come from our service location in Vietnam. This guarantees efficient, reliable, and goal-oriented execution as the technician handling dismantling will later also be responsible for reinstallation.

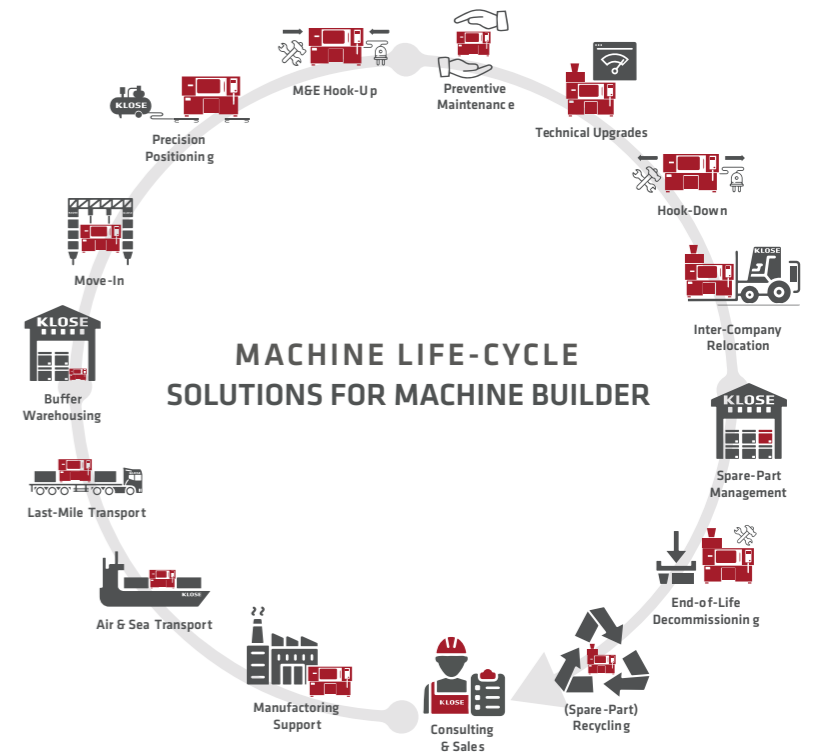
Furthermore, our Field Service Division is highly adapted to Asia's local requirements and culture. We understand the needs and wishes of our end customers in the region and know how to adapt your service offering to them. In addition, our service locations are strategically located throughout the region. Our customers leverage them to offer their end-customers reduced reaction times and significantly lower travel costs.

A PARTNER OF THE MACHINE BUILDERS

We offer tailor-made solutions for the mechanical engineering sector. Whether you are an SME-sized machine builder wanting to enter Asian markets successfully, or a globally active machine manufacturer looking to improve service quality and cut operative costs in Asia.

We provide end-to-end services, from on-premise assistance during the manufacturing process (or by outsourcing a back-end assembly overseas) to managing logistics until the destination, including move-in, positioning, assembly, hook-up and commissioning. We also provide a full range of after-sales services, including (preventive) maintenance, breakdown support, call-centre operation, technical upgrades, and more.

In addition, we act as an appointed agent or distributor to sell machines or spare parts on your behalf in Asia-Pacific, leveraging our excellent connections and insights into local markets and access to decision makers.



A FOUNDING MEMBER OF GIRN

In recent years, global business has been changing at an unprecedented pace; new technologies, changing regulations, and rapid innovations have hugely impacted the industry. The members of the Global Industrial Relocation Network (GIRN) are an important part of this industrial landscape, as we cater to the increasing demand for highly complex international relocation projects.

The network was founded with the clear vision of allying experts in the industrial dismantling and reinstallation industry. This network has been created by professionals for professionals, all of whom have outstanding know-how in the field of industrial equipment and plant relocation in their region. We put personal relationships at the heart of everything we do and believe they are more important than ever in an increasingly short-term, impersonal, and transactional world.



SERVICES OVERVIEW

KLOSE | GROUP

INDUSTRIAL SERVICE

Our Industrial Service Division is your global partner for any industrial relocation involving rigging, millwrighting, heavy lifting, and more. KLOSE Industrial Service has its European, Asia-Pacific, and American headquarters in Germany, Malaysia, and the United States, respectively.

Whether moving a single machine or relocating an entire factory, we can take care of your inter-building, intercity, and intercontinental relocation needs. We are fully equipped to handle industrial relocations regardless of size and complexity and all with in-house resources on a global stage.

Our services include:

- » Single-machine or complete factory relocation.
- » Global industrial plant relocation.
- » Dismantling, hook-down, facility disconnection.
- » Machinery decontamination & cleaning.
- » Packaging services.
- » Arranging transport and managing logistics.
- » Assistance with import at destination.
- » Last-mile transport, incl. heavy haulage.
- » Reassembly (mech/elec/pneumatic/hydr.).
- » Hook-up and facility connections.
- » Commissioning and I/O testing.
- » Clean-room move-in & installations

Learn more on Pages 10-11.

FIELD SERVICE

Working exclusively for the machine builder, our Field Service Division is your partner for anything from machine and spare-part sales to commissioning, maintenance, and breakdown support in Asia-Pacific. We employ dedicated and highly skilled technicians trained at the OEM's manufacturing and installation sites to ensure the highest service quality.

Furthermore, our team of consultants are ready to help small- & medium-sized machine builders successfully enter Asian markets or grow their existing foothold in line with local requirements and cultural nuances.

Our services include:

- » Support during machine manufacture.
- » Outsourced final assembly overseas.
- » Consulting for market entry & service concepts.
- » Advanced training & const. improvement.
- » From assembly to commissioning & testing.
- » Operator training & handover.
- » 24/7 breakdown support.
- » Call-center operation / online assistance.
- » Spare-part management.
- » Sales of machines, components & spare parts.
- » Enabling new revenue streams for OEM.
- » Combining all our services, exclusive for OEM

Learn more on Pages 14-15.

LOGISTIC SERVICE

Our Logistic Service Division, which is primarily active in Asia-Pacific, is operating our own (bonded) warehouses and prime-mover, selfloader, as well as heavy-haulage truck fleet. Our European and American customers can also benefit from our warehousing and value-added services in Germany and the United States.

Our global partner network equips us to assist with the worldwide transport of your equipment via air, sea, or land. In addition, we provide logistics experts who will guide you every step of the way and ensure your cargo arrives safely and on time.

Our services include:

- » Arranging sea & air transport.
- » Assistance with customs clearance & import.
- » Last-mile transport, incl. heavy haulage.
- » Escalator & elevator logistics.
- » MHE logistics.
- » Spare-part warehousing & inventory.
- » Buffer warehousing for machines.
- » Temperature-controlled storage.
- » Bonded warehouses.
- » Value-added services, incl. repackaging.
- » Construction deliveries with carry-on forklift.
- » On-site logistics, incl. site management.

Learn more on Pages 12-13.

PACKAGING SERVICE

Whether your goods are big or small, heavy or light; our packaging division has decades of experience in manufacturing and executing packaging for air, sea, and land transport, ensuring the proper and optimal protection along the entire logistics process. We understand that we are not packing just a machine but a valuable asset.

KLOSE offers its own woodworking shop and packaging design experts to create highly customised solutions for our customers. We have extensive expertise in designing, fabricating, and executing packaging for heavy and oversized cargo.

Our services include:

- » Packaging engineering services.
- » 3D design of crates, boxes and skids.
- » In-house manufacturing of wooden packaging.
- » Vacuum packaging in alu-verbund.
- » Anti-vibration packaging for CNC and others.
- » ESD-safe packaging solutions and products.
- » On-site/off-site packaging service.
- » Tool removal, cleaning, and packing.
- » Container storage and stuffing.
- » Flat rack lashing & cargo securing.
- » Lashing inspection & certification.
- » Fumigation/heat treatment/ISPM15 compl.

Learn more on Pages 16-17.

CORE VALUES

Our vision is to further advance our positioning as the market leader for all-encompassing industrial services, relying only on our internal resources. From consulting and engineering to execution and analysis. Our aim is to relieve our customers of all matters relating to the machine life-cycle, including the sale of machines and spare parts as well as the continuous improvement of the performance and efficiency of the systems under our purview. Combined with modern technologies such as augmented reality, the consistent implementation of Industry 4.0 and the increase in transparency through automatic reporting, **KLOSE** will be the Best provider of industrial services on the market.



QUALITY

Quality is measurable, and perfection is the essence of the **KLOSE** Group's processes. Whether attached to accident statistics or the perceived quality we deliver to our customers. The consistent improvement in all aspects and throughout all our processes is the daily goal of our teams.



SAFETY

Environmental and Occupational safety are organised systematically at **KLOSE**. With regular training & process compliance checks, we ensure our outstanding quality and the safety of anyone involved. Hazard analysis & safety concepts are standard procedures for us.



SUSTAINABILITY

At **KLOSE** Group, we think forward: A sustainable and environmentally conscious investment policy is the cornerstone of our actions. We do everything to meet the most developed eco-standards. We are committed to using a significant share of our turnover for environmental protection projects.



EFFICIENCY

We are ahead of the curve through our full implementation of digitalisation and the use of specialised equipment. At **KLOSE**, we are committed to staying within defined budgets. Our lump-sum prices are to be understood as such, and there are no hidden fees or costs like with some of our competitors.

„Customer satisfaction is our highest goal.“

- Hans-Martin Klose
(Managing Partner)



LISTENING TO FEEDBACK

We carefully listen to and value the feedback given by our customers.



CONTINUOUS IMPROVEMENT

Any chance to improve ourselves and our services will be utilised.



INTEGRITY & ETHICS

We uphold the highest workethics and are 100% compliant with the law.



PROACTIVE & INNOVATIVE

Providing creative and innovative solutions is our forte.



#MOUVED by KLOSE blog

Follow us on LinkedIn to learn more about our ongoing projects and read about interesting facts in our blog #mouved.

 /company/klose-apac

 @KloseIndustrialService



KLOSE | INDUSTRIAL SERVICE
YOUR TOTAL SOLUTION PARTNER IN ASIA-PACIFIC

 +60 3 7831 2816
 www.klose-group.com
 9, Jalan Apollo U5/194
Bandar Pinggiran Subang
Seksyen U5, 40150 Shah Alam