





# Service Technology Accountability Results

# Partnership

Everything we do, every day, is designed to ensure that Intralox is your best long-term conveying partner.



Over the last four decades, Intralox has grown from a small conveyor belt manufacturer into a global provider of conveying solutions. During this time, we've developed a worldwide reputation for ethical and responsible business practices, and we've maintained our founder's commitment to treating employees, customers, and suppliers with honesty, fairness, and respect.

We've won our position as an industry leader through consistent delivery in four key areas: *Service, Technology, Accountability, and Results*. From our industry-based customer service infrastructure to our investments in R&D, to our written, money-back guarantees—each step this company takes is designed to ensure that Intralox is your best long-term conveying partner.

Our mission statement details the commitments we make and deliver to our customers. The bottom line is this: we succeed when you do.

Thank you for taking the time to learn about us.

A handwritten signature in black ink.

Edel Blanks  
President & General Manager

## Our Mission

To be the world leader in modular plastic conveyor belt products and related services and solutions.

To create significant economic value for our customers by optimizing their conveying systems.

## Our Commitment

### 1. Improve customer efficiencies.

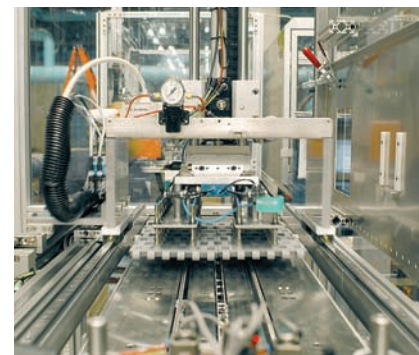
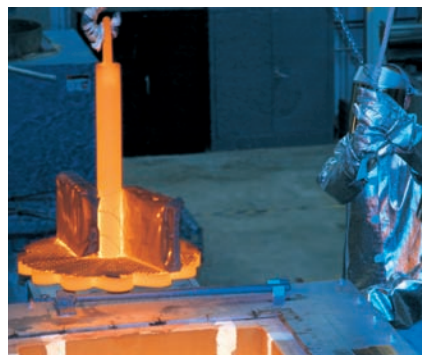
- Listen objectively. Think creatively. Deliver results.
- Develop mutually beneficial customer partnerships based on shared values and common objectives.

### 2. Minimize customer downtime.

- Provide extraordinary customer service: superior quality, technical expertise and industry specialization.
- Deliver reliable, on-time and zero-defect products and services.
- Offer industry-leading guarantees.

### 3. Rigorously implement our culture of continuous improvement.

- Invest in self-managed people who apply the values of our business philosophy.
- Introduce innovative products and services which anticipate customer needs.
- Review our internal processes to continuously improve productivity and eliminate waste.





# Service

Our business is built on the principle of direct service.  
The choices we make are designed to give you  
**what you need, when you need it.**



## Our Customers Speak

"Intralox helped with the installation, with shipping issues, and with design questions...they were extremely responsive...Simply amazing customer service!"

FTR



After nearly forty years in the conveyor belt business, we've learned a lot about our customers: what they want from a supplier, what productivity metrics they care about, and what they need in an emergency. That's why we've chosen a direct business model and global industry structure—to ensure that we deliver service that consistently exceeds their expectations.

## Service Infrastructure

- Toll-free access directly to customer service, available 24/7 globally
- A telephone system that routes customers automatically to specialists in their industry
- 80+ customer service representatives
- More than 40 technical support engineers
- 120+ account managers around the world with technical expertise in the industries they serve
- Guaranteed expedited shipping services to minimize customer downtime
- 99+% order accuracy and on-time ship rates

*With 80 highly skilled customer service reps, 14 languages spoken, and more than 40 technical support engineers around the world, we make certain that every Intralox customer gets personalized, knowledgeable service.*



*Intralox has four global business units servicing customers in thirty-five industries.*

## Industry Structure

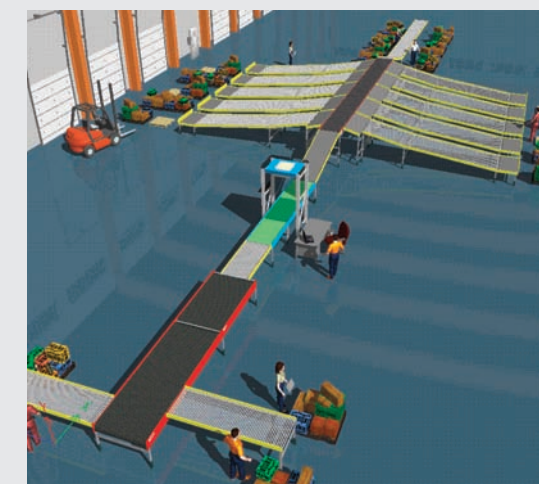
Intralox implemented a global, industry-based business unit structure because we believe it is the only way to guarantee the focus and expertise required to deliver world-class service.

## Account Teams

Within each business unit, account teams partner directly with our customers, developing a close understanding of their service, product, and process needs.

Account team members regularly contribute to development within their markets, presenting technical papers at conferences, assisting in research on topics such as food safety, and introducing innovative, patented products to the marketplace.

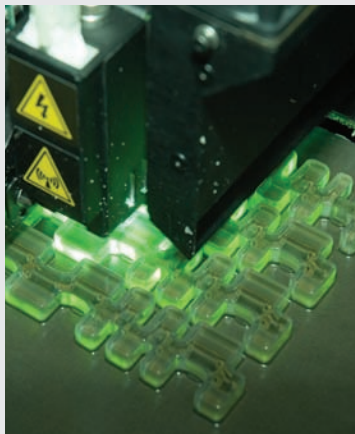
*Intralox's advanced simulation service uses physics-based modeling to help customers make critical decisions.*





# Technology

Our R&D focus remains on system-critical solutions to high-cost production challenges. **Industry process expertise** guides our technology innovation.



## Our Customers Speak

"I was also impressed to see how much resources and time Intralox puts into developing products... It seems that Intralox and Vitacress are together on a long-term relationship. It is reassuring to know that there is somebody out there working to develop better products for me."

Vitacress Salads, Ltd.



This company was founded on the power of a great idea: modular plastic belting. Today, this technology is the standard conveying solution in food, tire, beverage, container, and other industries worldwide. But we don't stop there.

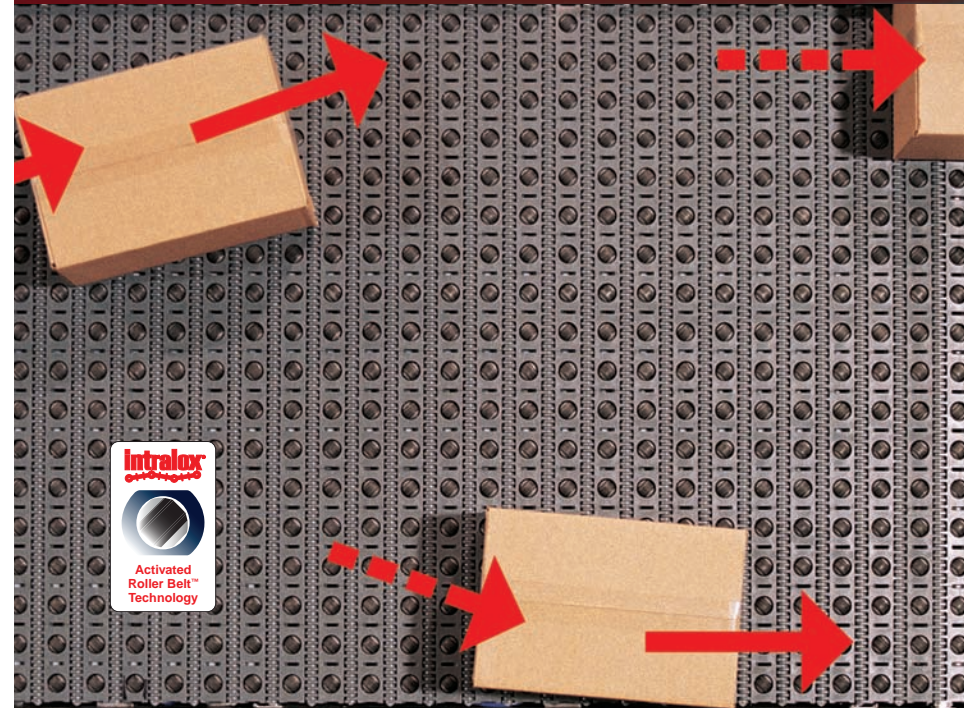
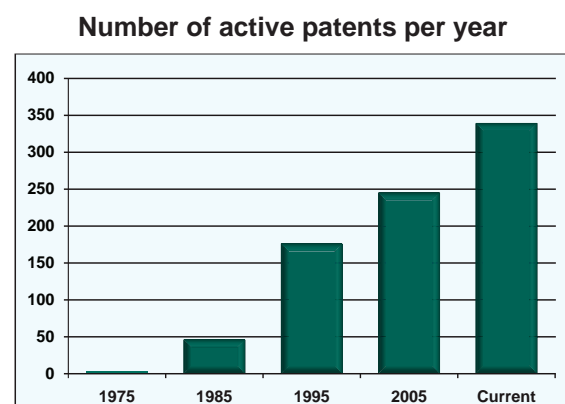
To stay at the forefront of technology, Intralox invests heavily in research and development and is always pursuing the next breakthrough. Extensive testing both at our facilities and in the field ensures the highest quality.

With three R&D centers and six new product engineering teams, our product development efforts are dedicated to introducing new technology advances that anticipate and solve real customer problems.

Recent developments integrate Intralox technology, service, and expertise in the form of value-added optimization packages, including:

- Spiralo<sup>®</sup> Optimization Solutions (SOS)
- Can Washer Optimization
- Layout Simulation Services
- Hygiene & Food Safety Consulting Services
- Intralox Conveyance Optimization Program (ICOP)

*Intralox is committed to solving real customer problems through innovation. The history of our patent portfolio demonstrates this commitment.*



## Modular Plastic Belting Technology

Since our founder invented it, modular plastic belting (MPB) has proven to be a long-lasting, low-maintenance, safe and hygienic conveyance solution. Its versatility has enabled us to continually expand our product line with application-specific MPB innovations like Spiralo<sup>®</sup> spiral belting and the Abrasion Resistant System.

## ThermoDrive<sup>®</sup> Technology

Intralox ThermoDrive belting is the ideal solution for hygiene-critical applications in food processing. Like MPB, it offers all the benefits of sprocket-driven, low-tension operation. The difference is in the belt surface. ThermoDrive belts feature a homogenous, thermoplastic flat belt surface that is 100% closed. In addition to providing food safety advantages, ThermoDrive belts are also a great solution for troughing applications.

## ARB<sup>™</sup> Technology

Activated Roller Belt<sup>™</sup> (ARB) is our patented, award-winning technology that upgrades older methods of package aligning, sorting, switching, turning, merging, and descrambling. Intralox systems provide smaller footprints, lower costs, and greater capacity, flexibility, and safety. In addition to belting, we now offer complete ARB equipment solutions, as well as full layout reviews using our proprietary physics-based emulation software.



# Accountability

Accountability to ourselves, to each other, and to our customers—it's core to our beliefs. If we make a promise, we follow through. **True partnership.**



## Our Customers Speak

"The best way to evaluate a supplier is when you have problems. Intralox has demonstrated that their guarantees and services are not merely promises. They have always risen to the occasion and met our needs."

Central Lechera Vallisoletana



## Guarantees

Intralox offers the strongest written, money-back guarantees in the industry. It's through our unique account team structure and industry-specific knowledge that we are able to provide such a high level of quality assurance.

- Belt performance guarantee: Intralox guarantees belt performance in all applications approved by an Intralox Account Manager, Sales Engineer, or Customer Service Representative—or you get your money back, unconditionally.
- Expedited service guarantees in most markets: the belt is ready to ship on time, or the belt and freight are free.
- Customized belt lifetime guarantees and payback/savings guarantees for certain products and applications.

*Each year, Intralox issues hundreds of tailored, money-back guarantees to customers around the world.*



## Culture

Intralox's culture of personal accountability sets us apart. We hold ourselves and each other individually responsible for behavior and performance, and it shows—in our interactions with customers and, most importantly, in the quality of our products and services.

Continuous improvement is a key component of Intralox culture. Each person is expected to contribute ideas that improve our processes and ultimately increase our value to customers. Our continuous improvement teams take ownership of implementing these ideas in ways that are sustainable and productive.

*The Intralox Quality Team assumes personal accountability for customer satisfaction.*





# Results

## Efficiency improved. Downtime minimized. Savings measured.

We apply our technology and services in ways that both directly and indirectly improve a customer's bottom line.



### Our Customers Speak

"We wanted to install Intralox modular belts because we had forged a good relationship with the Intralox team, and also because of the technical advice this team has given us and their interest in providing us with the best systems to ensure that our processes achieve results."

Grupo Baucells  
Alimentació, S.A.

"Intralox belts last 9 times longer than the flat belts we used in T-transfer conveyors... Now my maintenance crew can focus on critical applications instead of wasting time on conveyors."

HEB Bakery

Meaningful results are crucial. We achieve them by working closely with customers to prioritize efforts and focus on the areas of their plants where we can make the biggest impact in the shortest amount of time.

Examples of results:

- **Poultry**

Poultry processors have reduced swab counts by over 50% with ThermoDrive belts.

- **Warehouse & Distribution**

Warehouse and distribution centers implement ARB technology to increase throughput capacity and reduce labor costs with payback in as few as 18 months.

- **Spiral**

Intralox spiral solutions have generated more than \$40k savings per year for some plants, while delivering longer belt life and 80% reductions in maintenance.

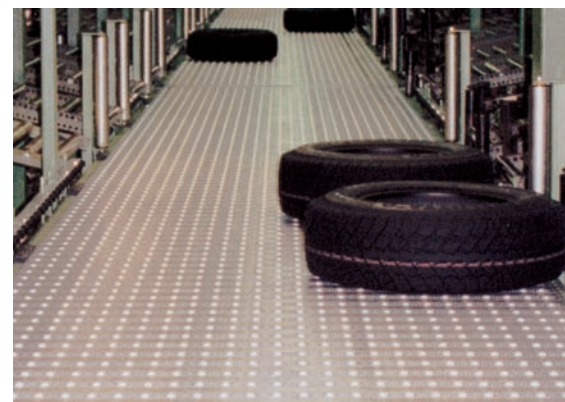
- **Packaging**

Customers implementing ARB equipment solutions have seen 22% gains in throughput and 18% efficiency improvements with payback in as few as 4 months.

- **Fruit & Vegetable**

Retrofitting traditional belts to Intralox modular plastic belting cuts maintenance costs by 75%.

*Tire plants see an average of \$1 million in operational savings annually by upgrading to Intralox technology.*



**By replacing flat belting with Intralox sanitation-enhancing products, this seafood processor improved efficiency in multiple critical areas:**

"The most important thing is that we have reduced man labor, maintenance, and belt cleaning time."

Grupo Consorcio

**This world leader in convenient foods and beverages partnered with Intralox to redesign its packing hall:**

"Not only has our conveyor handling capacity increased, but it is now more flexible. Unique and simple solutions such as the Perpetual Merge have allowed us to create a continuously flowing system with few stops and starts, achieving high throughput with fewer jams and no bottlenecks."

PepsiCo

**Intralox helped the largest chicken producer in Europe increase production by 20%:**

"Intralox delivered what they promised and have increased our throughput as requested."

Groupe Doux





## Service. Technology. Accountability. Results.

With more than 60,000 customers around the world, we understand that there's no single conveying solution for everyone. That is why we've become experts in the conveyance processes of each industry we serve. Through close partnerships with our customers, research and development, and innovative thinking, we solve our customers' greatest conveying challenges.

Our product offering today includes not only modular plastic belting products but other patented conveying technologies and ARB equipment solutions. Coupled with the strongest guarantees in the business for belt performance and on-time shipping, Intralox consistently delivers where it matters most—service, technology, accountability, and results.

To learn more about our products and services, visit [www.intralox.com](http://www.intralox.com).

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Intralox provides direct service in 40+ countries.

Toll-free country- and industry-specific numbers are available at [www.intralox.com](http://www.intralox.com).





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