

## PRESS RELEASE

### Klüh Group publishes Sustainability Report 2023

## Family business achieves sales of more than one billion euros for the first time

Düsseldorf, 23.04.2024 – For the Klüh Group, the financial year 2023 was particularly successful: for the first time in the company's history, the multiservice provider was able to pass the 1 billion euros sales mark - an increase of 10.9% (up by 100.9 million euros) compared to the previous year. The main contributors to this success were the Cleaning division with 12.2% (up by 40.2 million euros), Security with 11% (up by 19.0 million euros), Catering with 7.6% (up by 13.5 million euros) and Clinic Service with 6.3% (up by 11.1 million euros) in growth. At 284.7 million euros, foreign business accounted for 27.8% of the Klüh Group's total turnover, an increase of 20.9% (up by 49.3 million euros) as against 2022.

**Frank Theobald**, Management Board Chairman: "This successful year shows that we have once again fulfilled our role as a 'zukunftsleister' (service innovator) extremely well. For Klüh, the increasing use of digital technologies is just as natural as the aim to become increasingly sustainable - both in its services for clients and within the organisation itself."

### The path to sustainable management

A good example of sustainable success through smart processes and products is the Eco System for Smart Services, which helps to adapt Klüh's services to the needs of the clients. With the 360-degree concept, the Klüh Cleaning and Clinic Service divisions increased their cleaning quality and efficiency in the financial year 2023 and successfully introduced resource-saving processes. As a result, we have been able to significantly reduce the consumption of cleaning agents and water in particular. The Catering division, meanwhile, has successfully managed to reduce food waste. For this, the division uses AI-based sales forecasts and a waste analysis tool to optimise menus and reduce the amount of product used.

### Responsibility as an employer

With great commitment and innovative recruiting measures, the company has once again managed to prove itself as an attractive employer on the market despite the general labour shortage in 2023. "We always need to innovate when it comes to our employees and potential employees. Because we want to be a good employer, one that people like to work for and stay with us for a long time, ensuring our clients' long-term satisfaction," says the Managing Director of the holding company, **Christian Frank**, who is also responsible for the Human Resources department.

Among other things, Klüh was able to impress in the areas of training and further education, occupational health and safety and recruiting. For example, the company has been awarded the "Best Recruiters" award by career Institut & Verlag and the "German Brand Award" 2023 by the German Brand Institute for its innovative applicant management. Klüh convinced the juries with its optional WhatsApp application process, which simplifies and accelerates the application process.

Further information about the financial year 2023 and Klüh's sustainability strategy can be found at [www.klueh.de/sustainability](http://www.klueh.de/sustainability).

### About Klüh:

*Klüh Service Management GmbH is a global multiservice provider based in Düsseldorf, Germany. Founded in 1911, the family-owned company has many decades of experience in the area of infrastructure services. The divisions Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services offer both individual services as well as multiservice concepts. With over 58,000 employees in seven nations, the company has turnover of more than 1 billion euros (2023). For further information see [www.klueh.de/en](http://www.klueh.de/en).*

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