

PRESS RELEASE

As a family business, we are stable and secure in turbulent times

Klüh Group concludes the financial year 2020 with 807 million Euros in sales

Düsseldorf, 30 March 2021 - The internationally active Klüh Group has published its annual report - which is now also available online. Like many other companies, Klüh looks back on a challenging 2020, concluding the financial year with total sales of 807 million Euros. Despite the pandemic developments, this corresponds to a drop in sales of only 5.2 % compared to the previous year; a very satisfactory result considering the personnel-intensive orientation of the company.

In particular the catering sector, which was affected by closures, as well as the security activities due to the absence of trade fairs/events and limited airport operations, are responsible for the declines in sales. In international business, the global pandemic resulted in a 12.3% decline in sales for the Klüh Group to 176 million Euros.

Securing future viability

Frank Theobald, Chairman of the Management Board: "The key figures for 2020 show that we, as a family business, have a solid foundation with our diversification across countries, sectors and services. Although we are affected by changes in the entire market, together with our clients and our dedicated employees, we have managed to cope well this year while meeting individual client requirements. We have made use of the year to secure our future viability. Business models and product portfolios have been aligned to changed market conditions, supported by further developments and implementations of many digital tools and other trend-setting innovations."

Sector champion

In the pandemic year 2020, Klüh was able to prove itself as a hygiene partner at a high level and, with great expertise, create added value for many clients. In the Cleaning and Clinic Service, the offer of "Cleaning-on-Demand", which can be accessed in real time using Klüh's own DigiClean® tool, has become increasingly popular. Christian Frank, Managing Director and responsible, among other things, for human resources and quality management: "Klüh Catering developed a hygiene concept for the restart that integrated all the necessary hygiene measures and was awarded the title of sector champion in the area of 'customer satisfaction' in company restaurants in 2020 by the Deutsche Gesellschaft für Verbraucherstudien (German Association for Consumer Studies). Klüh Service Management GmbH also received an award in 2020. It was once again presented with the seal of the F.A.Z.-Institut 'Germany's Most Popular Employer.'" The company has made further information available in the digital annual report at <https://report.klueh.de/annual-report-2020>.

For the year 2021, the management assumes that business will pick up again in all divisions. While forecasts may differ due to the unprecedented nature of the current crisis, it seems probable that pre-crisis levels will be reached in 2022. The growth strategy will be continued.



About Klüh:

Klüh Service Management GmbH is a global multi-service provider. Founded in 1911, the company has decades of experience in the area of infrastructural services. The departments Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services offer both individual services as well as multi-service concepts. With more than 49,000 employees in eight nations, the company achieves sales of around 807 million Euros (2020).

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