

L.I.T. GREEN

CORPORATE SUSTAINABILITY AND ESG REPORT



CORPORATE SOCIAL RESPONSIBILITY



LOGISTIK • INFORMATION • TRANSPORT

COMPANIES MUST TAKE RESPONSIBILITY.

Dear Readers,

Sustainability has become an essential component of responsible corporate governance. Both in operational projects and within our customers' requirements, sustainability considerations are becoming increasingly important. At the L.I.T. Group, we actively contribute to this development across environmental, economic, and social dimensions.

Sustainability plays a central role within our corporate group – driven by true conviction and not merely by regulatory requirements such as the introduction of ESG reporting. Sustainable practices have long been an integral part of our daily corporate operations.

Our dedicated Sustainability Corporate Department coordinates certifications and audits, ensuring transparency and reliability. Complementing these efforts, numerous best-practice examples from the L.I.T. Group demonstrate how sustainability is put into action. We have summarised these initiatives for you in this brochure.

Whether alternative drive systems or sustainable contract logistics solutions, we invite you to take a look and see for yourself.

Yours sincerely,



Fokke Fels
Chairman of the
L.I.T. Group

BLOG

DEUTSCHE WERKSLOGISTIK
emobil

GRÜBING
SPEDITION GMBH

HÖLKEMEIER
Spedition GmbH

KOMBI
FRACHT

M.B.
TRANSPORTE

OTC
Österreichisches Transport-Contor

SAPPHIRE
INTERNATIONAL TRANSPORT

SÜDVOLUMEN
NON-STOP QUALITY!

[T&P]

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ESM ist Auslieferungsdienstleister für die K&M

Gübau
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NUTZFAHRZEUGSERVICE GMBH

LLW
LAWRENCE LOGISTIK GMBH

MW Logistics
Dienstleister GmbH

PEDOT

SL
Systemlogistik

TRUCK & TRAILER
Logistics GmbH

VEIRA

dataform
dialog, fulfillment

FEHRENKÖTTER
Qualität kommt an.

HOHL
LOGISTIK

KIESERLING

max
PERSONAL SERVICE

olof

REWOTEC

SmartRail
LOGISTICS

TM
SPEDITION

WESTFALIA
intralog

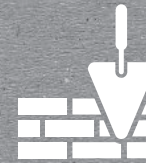


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EVERYTHING YOU NEED TO KNOW ABOUT THE L.I.T. GROUP.

Facts & Figures



1988
founded in Brake



100%
owner-managed



€1.1 billion
turnover in 2025
unconsolidated



2,160 trucks
5,650 swap bodies
2,100 semi-trailers
1,350 trailers



1,100,000 m²
logistics space



More than 100 locations
in 22 countries



5.250
employees



Numerous awards
and certifications



Recognised by the IHK
Oldenburg for excellent
apprenticeship quality



OHM
Occupational Health
Management

CORPORATE COMPLIANCE

For us, sustainability means much more than just environmental responsibility; it begins with integrity in corporate governance. Our comprehensive Compliance Principles* form the invisible yet indispensab-

le foundation upon which all our activities rest. Through clear, structured guidelines and a profound framework of values, we ensure that our actions are legally compliant and ethically sound at all times.



RESPECT & EQUAL OPPORTUNITY

We stand for a respectful, non-discriminatory working environment and respect dignity, personality, and privacy. Discriminatory or harassing behavior will not be tolerated.



INTEGRITY & FAIR BUSINESS PRACTICES

We act fairly, honestly, and transparently in all our business operations. Corruption, fraud, and anti-competitive practices are rejected, and conflicts of interest are disclosed.



FREEDOM OF EXPRESSION & POLITICAL NEUTRALITY

We comply with applicable laws, internal guidelines, and international standards, and respect human rights as well as fair working conditions. Data protection and the protection of confidential information are our highest priority.



ENTREPRENEURIAL THINKING

All employees act responsibly and actively contribute their ideas. Managers promote open communication and lead by example.



LAWS, ETHICS & HUMAN RIGHTS

We comply with applicable laws, internal guidelines, and international standards, and respect human rights as well as fair working conditions for all employees. Data protection and the protection of confidential information are always treated as our highest priority.



WHISTLEBLOWING & PROTECTION

Reports of misconduct are expressly encouraged and are always treated confidentially. Whistleblowers are protected from retaliation.



SUSTAINABILITY & RESOURCES

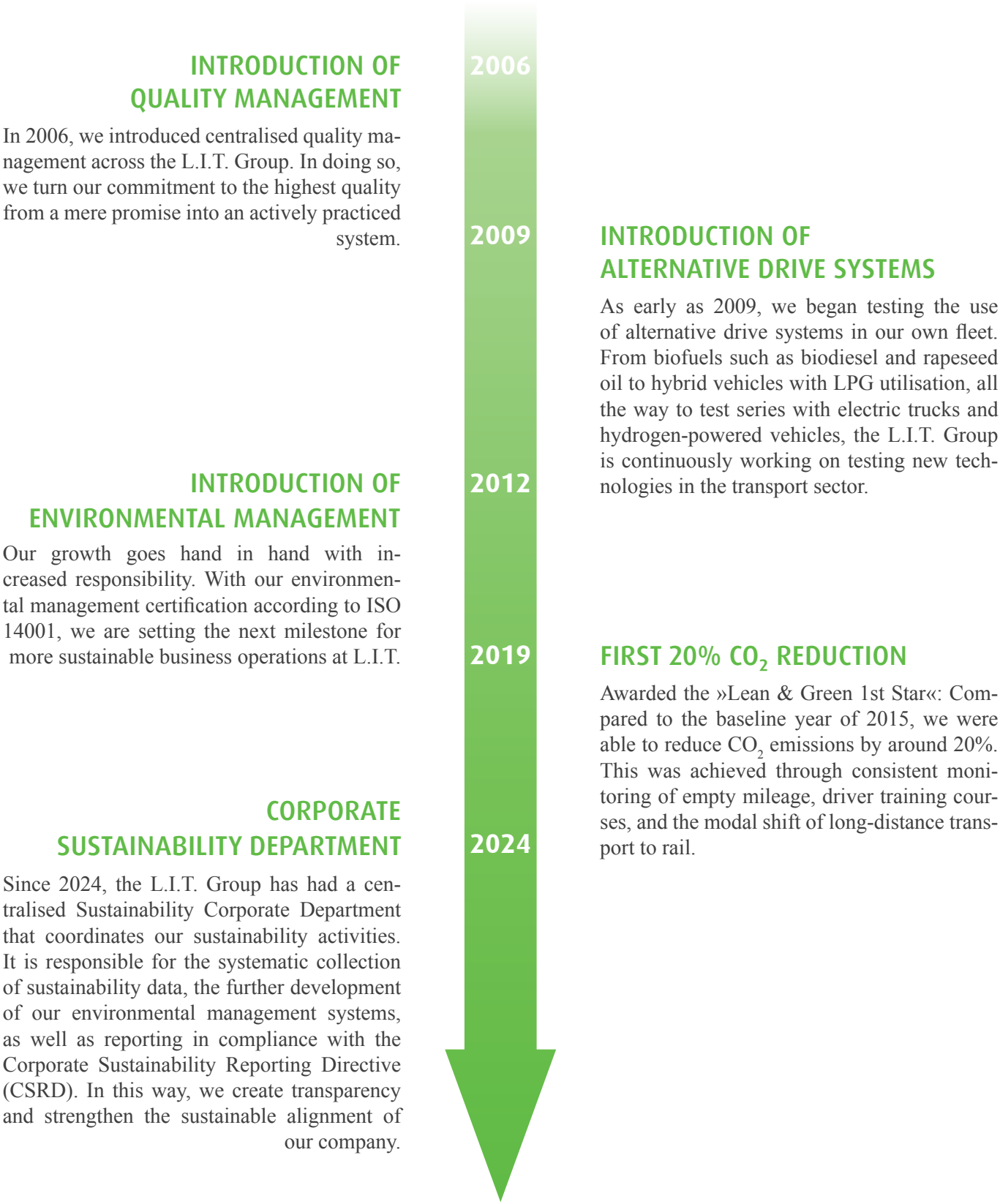
We act sustainably and use the environment, resources, and company property in a responsible way.

*The detailed Code of Conduct of the L.I.T. Group can be found on our homepage at www.lit.de under the »Sustainability« section.

WHERE WE COME FROM. WHERE WE GO.

Strategic Direction

SUSTAINABILITY OVER TIME



STRATEGIC APPROACH OF THE L.I.T. GROUP

The L.I.T. Group pursues the long-term goal of combining economic success with responsible, sustainable action. We do not view sustainability as an individual or temporary project, but as an integral part of our overarching corporate strategy. Our business model is designed to map the entire value chain – from transport and contract logistics to specialised industry solutions

for diverse sectors. This broad positioning enables us to offer our customers integrated logistics solutions from a single source and to react flexibly to market changes. At the same time, the continuous diversification of our services strengthens the long-term resilience of our company. As a core strategy for our growth, we have therefore defined the following points:

STRATEGY

- CONSCIOUS DIVERSIFICATION ACROSS INDUSTRIES AND MARKETS
- MAXIMUM 5% REVENUE SHARE PER CUSTOMER
- INTERNATIONAL NETWORK WITH OVER 100 LOCATIONS

At the same time, we strive to bring our economic activities into alignment with our corporate responsibility. For us, this means not only significantly reducing our emissions to achieve complete climate neutrality. In an economic sense, too, we aim to act responsibly at all

times, and by bundling our capacities and utilising the latest technologies, we continuously optimise our entire logistics processes. Therefore, the following strategic goals are on our agenda for the medium term to guide our corporate development:

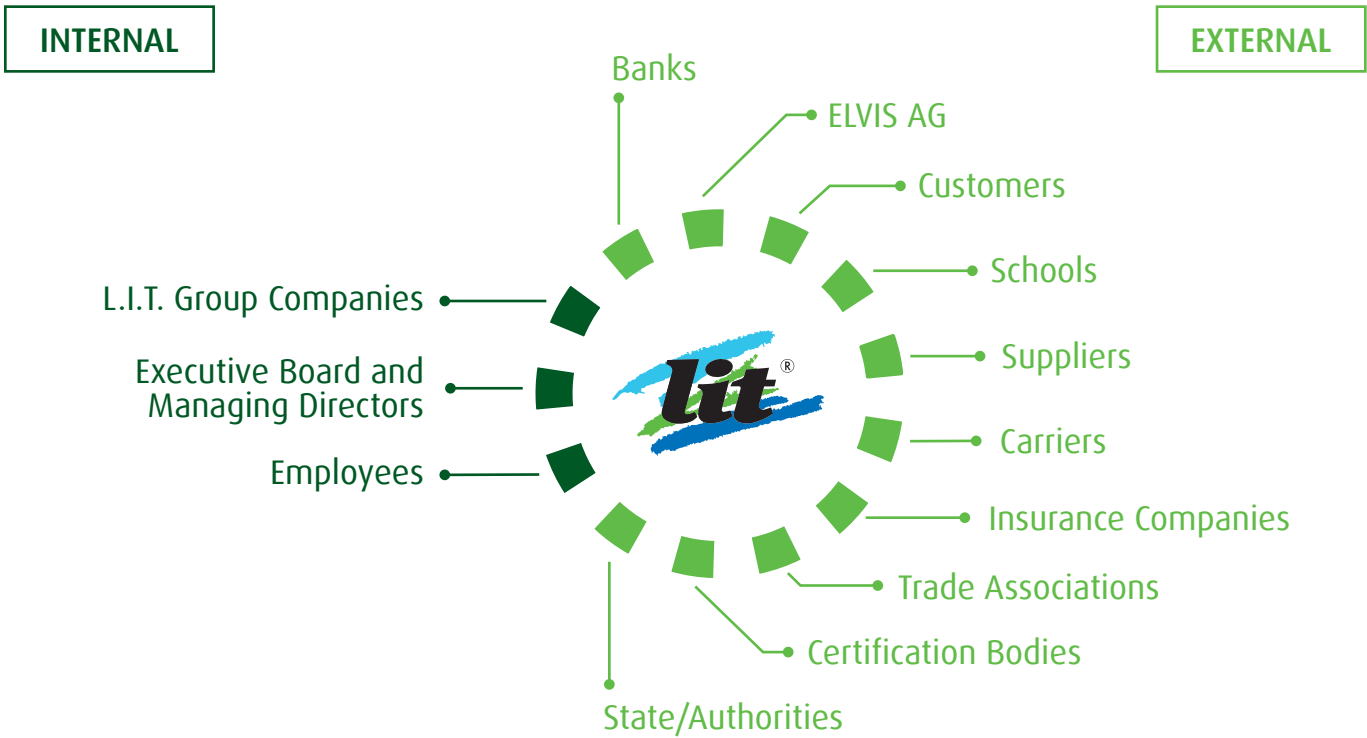
GOALS

- 1. REDUCING EMISSIONS**
We aim to reduce the L.I.T. Group's emissions by 55% by 2030 compared to 2019, and to eliminate them completely in the long term by 2045. To achieve this, we rely on alternative drive systems, intermodal transport, and efficient transport processes.
- 2. ADVANCING DIGITALISATION**
With a data warehouse, the deployment of Artificial Intelligence, the expansion of telematics, and digital fleet management, we are creating the foundation for data-driven decisions and efficient logistics processes.
- 3. OPTIMISING CAPACITY UTILISATION**
Through more strongly interconnected business units, targeted controlling and reporting, as well as continuous process optimisation, we increase the utilisation of our transport and logistics capacities.

MATERIAL TOPICS WITHIN THE L.I.T. GROUP

As part of our sustainability strategy, we have conducted a double materiality analysis. The primary objective was to identify the action areas that are particularly relevant to the L.I.T. Group both from a strategic financial per-

spective and with direct regard to their impact on the environment and society as a whole. Various internal departments as well as central stakeholder groups were actively involved in this process:



The assessment was carried out in accordance with the requirements of the European Sustainability Reporting Standards (ESRS) and took into account the outside-in

(financial opportunities and risks) and the inside-out perspective (impacts on the environment and society). Based on this, the following areas were identified:

- OUR FIVE MAIN ACTION AREAS**
1. Decarbonisation of transport (CO₂, alternative drive systems)
 2. Energy efficiency and resource utilisation
 3. Fair working conditions and securing skilled labor
 4. Responsible supply chains
 5. Compliance and business ethics

ENVIRONMENTAL RESPONSIBILITY

- + Environmental management according to ISO 14001:2015
- + L.I.T. promotes biodiversity with its own meadow orchard
- + The new L.I.T. warehouse at RegioPort Minden
- + Certified HVO diesel for climate-conscious transport
- + Intermodality as a sustainable transport route
- + Moving toward clean logistics with alternative drive systems
- + Emission management beyond our own fleet

BECAUSE GOOD IS NOT GOOD ENOUGH

ENVIRONMENTAL MANAGEMENT ACCORDING TO ISO 14001:2015

Our emission reduction measures are an integral part of an overarching environmental management approach within the L.I.T. Group. Our core companies are certified according to ISO 14001 and have set clear emission targets in line with current EU specifications (see p. 12). To achieve these goals, we rely on a consistent and holistic mix of measures. This includes expanding alternative drive systems in our truck and passenger car fleets, further developing our intermodal transport net-

work, investing in charging and energy infrastructure, and optimising sustainable mobility solutions for our employees. These activities are flanked by the development of a resilient data and reporting structure. With the introduction of CO₂ calculation according to ISO 14083 and the gradual establishment of CSRD reporting, we are creating maximum transparency regarding emissions and a sound foundation for managing further strategic reduction measures in the coming years.



L.I.T. PROMOTES BIODIVERSITY WITH OWN MEADOW ORCHARD

Since 2014, the L.I.T. Group's site portfolio has included a meadow orchard cultivated in Brake. The approximately 1.4-hectare area was created in cooperation with the children's and youth group of NABU Wesermarsch and has been carefully maintained over the years. Around 30 fruit trees are located on the meadow near Elsfleth in the Wesermarsch region, bearing apples, pears, cherries, plums, and walnuts, while the meadow is also used as pastureland for ponies.



THE MOST IMPORTANT POINTS AT A GLANCE

- ISO 14001 and EU-compliant emission targets
- Investment in alternative drive systems and energy infrastructure
- CO₂ calculation according to ISO 14083 and CSRD reports
- Sustainable cultivation of a 1.4-hectare area

TAKING CIRCULAR ECONOMY FURTHER

NEW CHANCES FOR OLD TIRES

For the L.I.T. Group, sustainability means far more than just acting with a general sense of responsibility – it also means actively practicing a functional circular economy in our daily operations. A central building block of this strategy is the widespread use of retreaded tires (RE tires) for our trucks. In this process, all retread-capable casings from our own fleet are returned to the tire manufacturer Continental and professionally reconditioned there according to the highest safety standards. We then purchase RE tires for all wheel positions and equip our fleet's trucks in a resource-saving manner.

Only steering axle and drive axle tires for lowliners must be purchased as new tires for technical reasons, as safe retreading is not fully possible here. Front-axle treads are selectively renewed and subsequently reused, for example, on the trailing axles of our swap-body combinations. In this way, we extend the product life cycle and reduce the requirement for new raw materials. Approximately 70–80% of our tires are projected to be RE tires by the end of 2026. This is how we bear responsibility and demonstrate, in the truest sense of the word, how to drive sustainably.

CERTIFIED HVO DIESEL FOR CLIMATE-CONSCIOUS TRANSPORT

More and more customers are asking specifically: Are you utilising HVO? It is no surprise, as this alternative fuel made from hydrotreated vegetable oils is produced from biological waste and residual materials such as used cooking oils, and can reduce CO₂ emissions by up to 90% compared to fossil diesel. What would otherwise be disposed of is reused as an energy source, contributing directly to a functioning circular economy. However, one thing is clear: Not every HVO100 is automatically sustainable. Some suppliers use fresh vegetable oils such as palm oil as a raw material. The consequences are rainforest deforestation, damaged ecosystems, and a climate benefit that evaporates in reality. Utilising sustainably certified HVO, for example in accordance with RED II, ensures that:

- + exclusively traceable, responsibly produced raw materials are used,
- + environmental and social standards are maintained,
- + the resulting CO₂ savings are a recognised component of our customers' climate balance sheets.

By using certified HVO, we focus on genuine climate protection and consistently advance the circular economy in logistics.



Second-hand is not just in vogue for fashion – it also offers a range of benefits for our tire management.

NEW STANDARDS FOR LOW-EMISSION LOGISTICS

GREEN WAREHOUSE IN MINDEN

Our new warehouse property in RegioPort Minden-Päpinghausen demonstrates how sustainability is put into practice within the L.I.T. Group. Here, contract logistics connects with innovative energy and building technology. Electric trucks are already firmly integrated into our daily operations: In Lower Saxony and North Rhine-Westphalia, they are in daily use – such as between Brake and Bremen – and they also reliably handle shuttle services in Minden, where the goods are stored. This new warehouse in East Westphalia is a true flagship project. Spanning more than 40,500 square meters and

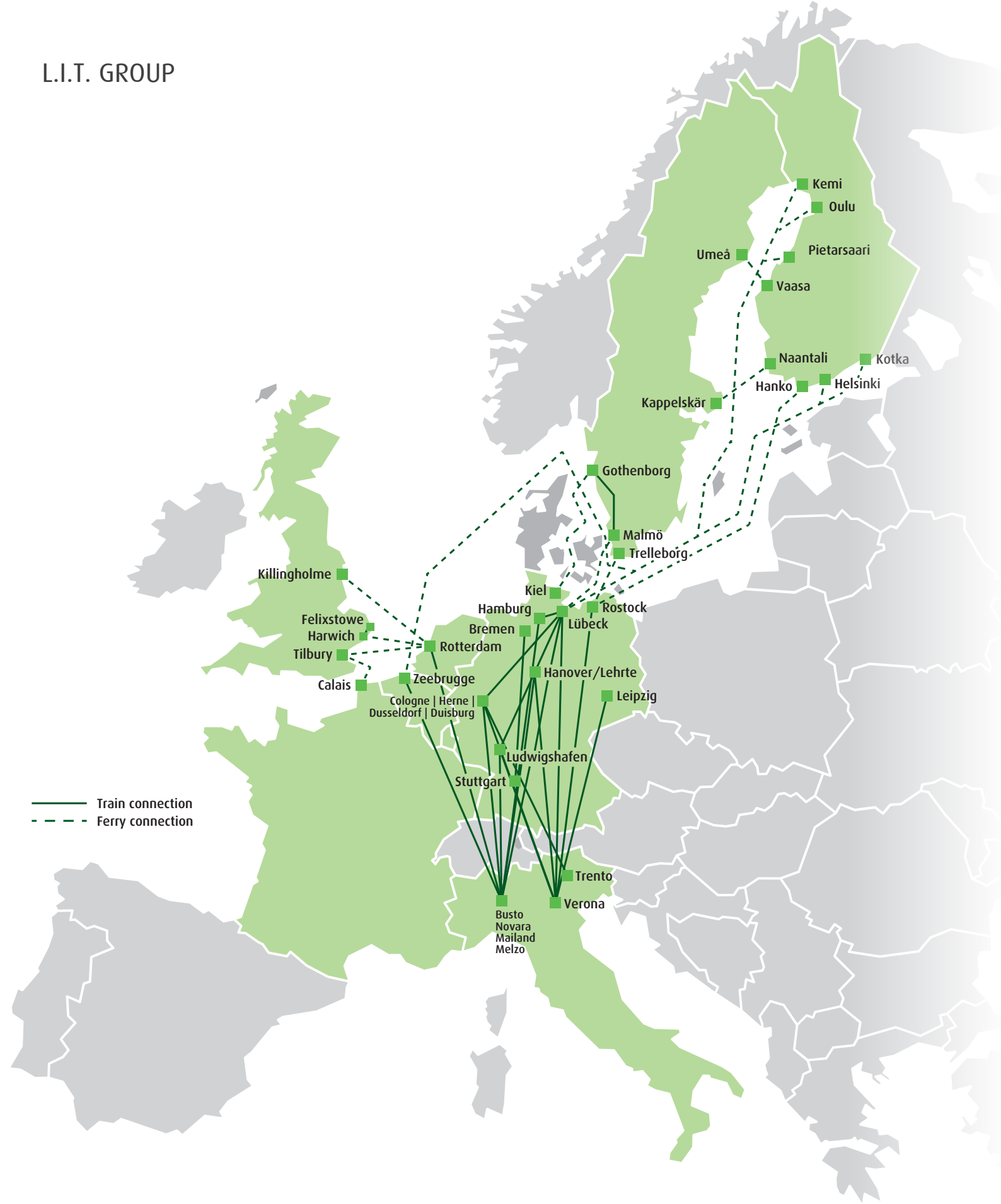
divided into nine segments, it ensures highly energy-efficient operations. Modern insulation technology for heating and heat pumps enables climate-friendly heat supply, while facade greening improves the microclimate and creates additional ecological benefits. The heart of the sustainable energy supply is a 4.3-megawatt photovoltaic system, which generates a significant portion of the electricity required. Thus, the L.I.T. Group demonstrates once again that innovative technology and efficient economic operations go hand in hand within warehouse activities.

We also live sustainable logistics in contract logistics, as this flagship project at RegioPort Minden demonstrates.



THE MOST IMPORTANT POINTS AT A GLANCE

- Shift to RE tires to conserve resources (Target: 80% by 2026)
- Utilisation of certified HVO as an alternative fuel
- Operation of an efficient warehouse with a 4.3 MW PV system and state-of-the-art insulation and climate control technology in Minden
- Deployment of electric trucks in shuttle traffic



Intermodal network of the L.I.T. Group, as of May 2026

SUSTAINABILITY BEYOND HIGHWAYS

THE BENEFITS OF MULTIPLE TRANSPORT ROUTES

Sustainability is a key factor for future-proof logistics. Intermodal transport solutions make a significant contribution to this by efficiently combining the advantages of different modes of transport and significantly reducing environmental impacts. A trailer is brought to the railway station by truck, loaded onto the train, and subsequently transported further by ship. The goods remain within a single loading unit throughout, and the entire handling process is managed under a single contract. By purposefully shifting freight to low-emission modes of transport such as rail and sea, CO₂ emissions, energy consumption, and traffic volumes are tangibly reduced. For customers, intermodality translates to efficient processes, cost advantages, and a sustainable transport solution. For the L.I.T. Group, it represents a strategic business area with high growth potential and an active contribution to climate protection.

THE MOST IMPORTANT POINTS AT A GLANCE

- Focus on expanding the multimodal transport network
- Reduction of CO₂ emissions and traffic volumes
- Increased efficiency, sustainability, and cost advantages for customers



From the road to the rails and across the sea to the final destination. Thanks to reliable processes, we are able to make our transport operations increasingly sustainable.

HIGH-VOLTAGE LOGISTICS

WITH ALTERNATIVE DRIVE SYSTEMS TOWARDS CLEAN LOGISTICS

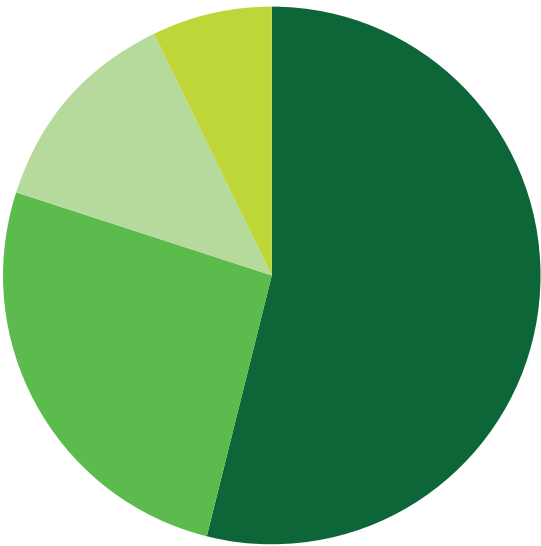
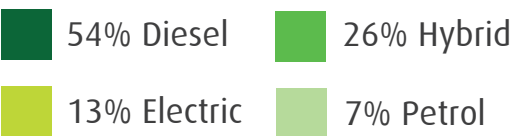
As a transport company, we are constantly striving to offer our customers sustainable drive systems for their supply chains. In addition to a robust fleet of 30 LNG vehicles, our fleet includes 13 electrically operated trucks. This enables us to provide our customers with customised solutions to reduce their overall CO₂ footprint. If de-



ployment on a direct route is not possible, customers can improve their CO₂ balance sheet thanks to our Book & Claim model. This ensures that emission savings from transport operations that are actually performed using alternative drives are precisely allocated to the respective client. The origin of the alternative energy sources and their utilisation within our fleet are thus documented transparently. A particular focus of our transport strategy is also on complex logistics concepts with high technical demands – such as the deployment of electrified lowliners in JIS transport (Just-in-Sequence) for the automotive industry. Transitioning to alternative drive systems within these highly synchronised round trips is a logistical masterpiece: To respect the narrow time windows, charging cycles must be precisely integrated into the existing rhythm. In this way, we guarantee our characteristically reliable and punctual delivery while demonstrating that environmental responsibility and industrial peak performance go hand in hand.

The electric lowliners rolled out in 2025 ensure low-emission transport while maintaining maximum reliability.

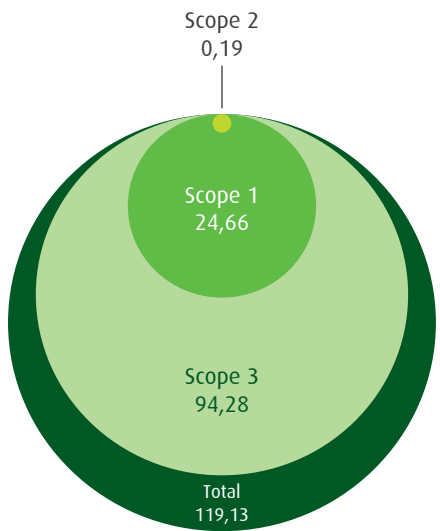
Additionally, we consistently focus on sustainable and modern drive technologies within our own company car fleet to drive our ecological transition forward. In recent years, we have continuously increased the share of electric and hybrid vehicles in our fleet. In parallel, we are investing in the targeted expansion of charging infrastructure at our own locations. For the company cars deployed in 2025, the breakdown of drive types is as follows:



TRANSFORMATION THROUGH TRANSPARENCY

EMISSION MANAGEMENT BEYOND OUR OWN FLEET

In 2024, the L.I.T. Group conducted its first comprehensive collection of CO₂ emissions. Data from the Transport Management System of L.I.T. Spedition GmbH forms the basis for the calculation. The calculation relies on scheduled road transport operations and utilises emission factors from the Federal Environment Agency. In addition, the energy consumption of the L.I.T. Group sites for electricity and gas was included in the calculation.* Further group companies are to be integrated into the carbon accounting framework in the future. Our carbon footprint assessment shows that around 79% of the total CO₂ footprint is generated in Scope 3. This is highly logical against the background of our business model, as we deploy both our own assets and work together with subcontractors. Especially against this backdrop, supplier management is of central importance. Engaging partners, creating transparency regar-



in thousands of tonnes of CO₂e
Scope 1 = Direct emissions
Scope 2 = Indirect emissions (purchased energy)
Scope 3 = Other indirect emissions (upstream and downstream value chain)

ding vehicles and drive types, as well as integrating lower-emission solutions are essential levers for reducing Scope 3 emissions. The current calculation marks a first step toward group-wide emission transparency.

CO₂-REDUCTION



THE MOST IMPORTANT POINTS AT A GLANCE

- 13 electric trucks & 30 LNG vehicles (as of 02/26)
- 100% green electricity**
- approx. 1 million litres of HVO100 in use
- Utilisation of Book & Claim for customer CO₂ accounting
- Deployment of electric lowliners in complex JIS transport operations

* Further information on methodology and system boundaries is available upon request. ** From our own systems and purchased.

SOCIAL RESPONSIBILITY

- + AWARDED AS A TOP TRAINING COMPANY BY THE IHK OLDENBURG
- + IN-HOUSE OCCUPATIONAL HEALTH MANAGEMENT
- + WORKPLACE HEALTH PROMOTION AND FAMILY-FRIENDLY WORKING CONDITIONS



With a comprehensive training concept and tailored continuing education opportunities, we empower the next generations.

TRAINING THE NEXT GENERATION

CERTIFICATION AS A TOP TRAINING COMPANY

The L.I.T. Group is among the best training companies in the Oldenburg region. This was confirmed by the IHK Oldenburg in April 2026 with the »Top Training« quality seal. The certification is awarded to companies that demonstrate outstanding training quality.

To assess the training standards, the IHK Oldenburg conducted an on-site quality audit and held interviews with trainers, training coordinators, apprentices, quality management, and HR development.

The L.I.T. Group particularly stood out due to its individual support concept, which includes comprehensive onboarding and regular feedback sessions. Additional highlights included specialised industry training courses, international internships, and a mentoring programme. A special highlight is also the independent operation of the trainee truck.



THE MOST IMPORTANT POINTS AT A GLANCE

- IHK Oldenburg quality seal for excellent training quality
- Individual support, global internships, and mentoring programme
- Award received for several consecutive years

EMPLOYEE-CENTRIC APPROACH

HEALTH PROMOTION AND FAMILY-FRIENDLINESS

Our employees are the driving force of our company. That is why we support them through cooperation agreements with various health insurance providers*, the corporate fitness network EGYM Wellpass, company running events, and initiatives such as »Bike to Work« by AOK, as well as yoga courses. We also regularly organise health days focusing on specific themes. Depending on the location, we offer additional individual benefits such as mobile massage services or influenza vaccinations.

A noteworthy initiative is available to employees at our Brake location: since summer 2025, childcare during school holidays has been offered, with partial cost coverage by L.I.T. AG. In addition, the group was officially certified as a family-friendly company at the end of 2025. The certificate was issued by the Association of Family-Friendly Companies Wesermarsch / Friesland e.V., which L.I.T. has been a member of since 2024.

At the same time, we are actively engaged in the »Success Factor Family« network. These memberships enable intensive exchange of experience with other companies and provide valuable impulses for an employee-oriented HR policy.



For Irina Schwarz, Head of Human Resources at L.I.T. AG, family-friendliness is a genuine success factor.

Through active preventative healthcare and strong cooperation partners, we ensure the physical and mental well-being of our employees.



HELP WHERE HELP IS NEEDED

DONATION CAMPAIGN AND CHRISTMAS PARCEL CONVOY

Social responsibility is an integral part of our corporate actions and long-term strategy. For this reason, we regularly participate in the annual ELVIS donation campaign »Donations Instead of Gifts«*.

In this initiative, traditional corporate gifts are replaced by joint donations for a good cause. Through the combined commitment of many dedicated companies, numerous important projects have already been successfully supported in recent years. These include, among others, the construction of a maternity ward in Sudan, the vital support of a school in Tanzania, and essential assistance for food banks in Germany.



In addition, the annual Christmas Parcel Convoy (»Weihnachtspäckchenkonvoi«) impressively demonstrates how much good can be achieved when people come together to bring joy to children across Europe.

The convoy, which is entirely organised by numerous volunteers, delivers lovingly packed gift parcels to economically disadvantaged regions in Eastern Europe. In areas where many families have very limited financial and personal resources, these parcels create valuable moments of hope and joy for the young recipients.

As the L.I.T. Group, we have been committed to this initiative for more than ten years, contributing by packing gifts ourselves and transporting a portion of the parcels to various regions using our trucks.

The Christmas Parcel Convoy is not only a logistical achievement, but above all a major community effort. Being part of this movement is a source of great pride for the L.I.T. Group. Special thanks go to the drivers, whose dedication ensures that the parcels reach those who need them most.

As part of the Christmas Parcel Convoy (»Weihnachtspäckchenkonvoi«), we leverage our resources to support less developed regions.



*The donation certificate is available upon request.

THE MOST IMPORTANT POINTS AT A GLANCE

- Occupational health management as a key success factor
- Cooperation with health insurance providers, yoga courses, etc.
- Certified as a family-friendly company

THE MOST IMPORTANT POINTS AT A GLANCE

- Donation campaign instead of gifts for charitable causes
- Support of the annual Christmas Parcel Convoy, including the packing and transporting of donated gifts

QUALITY & PRODUCT SAFETY

- + QUALITY MANAGEMENT SYSTEM ACCORDING TO ISO 9001
- + AUTOMATED SOLUTIONS IN WAREHOUSE LOGISTICS
- + CERTIFICATIONS, QUALITY STANDARDS, AND PARTNERSHIPS

WHERE QUALITY MEETS INNOVATION

ISO 9001 CERTIFICATION

With its initial certification according to ISO 9001 QM*, the L.I.T. Group laid the foundation for targeted quality management in 2006. This certified quality standard is not only the basis for a future-proof corporate alignment, but has long since been integrated into daily workflows. Transparent processes, binding work instructions, and automation contribute to the understanding of all employees and immensely simplify the onboarding of new team members.



AUTOMATED WAREHOUSING

Automation and digitalisation form the basis of numerous modern logistics processes across our global network. Particularly in our multi-user centers in Bremen, the fulfillment center of dataform dialog solutions GmbH, and our new location in Huntley, Illinois, we rely on the latest and most advanced equipment. Among other technologies, AutoStore systems, 3D scanners, and automated offloading technology are utilised. This allows us to not only reduce the error rate to a minimum but also increase the efficiency of our processes.

We continuously optimise the quality of our services through various automation and digitalisation technologies.



Transparency for customers is also improved, for instance, thanks to order data being retrieved automatically from the AutoStores. The system stores small-parts assortments in highly confined spaces. On the surface of the system, robots operate to automatically access the goods upon order receipt, picking them and bringing them to the picking stations. Here, employees take over and pack them. Meanwhile, all relevant data flows automatically into the Warehouse Management System and can be accessed in real time.

THE MOST IMPORTANT POINTS AT A GLANCE

- Quality management certificate according to ISO 9001
- Deployment of automated technologies such as AutoStore systems and 3D scanners for efficient and transparent processes

EFFICIENT, GREEN, BETTER

DIGITALISATION AND ARTIFICIAL INTELLIGENCE

In modern logistics, Artificial Intelligence has long ceased to be a future topic; it has become a decisive tool for shaping processes responsibly and sustainably. Every day, vast amounts of information must be processed and analysed: orders, shipment data, transport times, capacities, customer requirements, documents, and much more. AI can help make this immense complexity manageable and transparent. For our company, one thing is absolutely clear: anyone wishing to act sustainably must also think digitally at the same time. The focus of AI is on simplifying workflows, reducing unnecessary work steps, and conserving resources, as well as providing targeted support for our employees in their daily business operations. This creates freedom for value-adding activities, better decisions, and more efficient processes – with lasting positive effects on profitability, quality, and sustainability.



Since our founding, we have stood for digitalisation. With our own logistics software and also internally as a daily relief.

AI-ASSISTED INVOICE RECOGNITION

A concrete example of our digital transformation is the AI-assisted recognition of incoming invoices. Processing receipts is frequently associated with many manual and time-consuming work steps. This effort costs time and ties up human resources in accounting. Through the deployment of Artificial Intelligence, we can automatically read in incoming invoices today, extract relevant information and data, and structure it for further processing. This approach not only accelerates our processes but also reduces sources of error and media disruptions. At the same time, the requirement for paper-based and manual intermediate steps drastically decreases. This creates an optimised and efficient workflow that not only conserves our resources sustainably but also increases transparency in financial processing.

PROCESSING TRANSPORT ORDERS

Additionally, we also rely on AI-based processes for handling incoming transport orders. The automatic recognition of these digital orders makes it possible to capture all relevant information quickly and reliably and transfer it directly into our own proprietary transport management system, freightLution. This primarily addresses the inherent complexity of incoming orders to achieve a significant increase in efficiency while the necessary data is made available much more quickly for operational planning and scheduling. Ultimately, with this step we optimise our reaction speed and data quality, helping us to better plan our transport operations, avoid empty runs, and deploy capacities more purposefully. This, in turn, has a positive effect on process quality and the utilisation of vehicles, time, and energy.

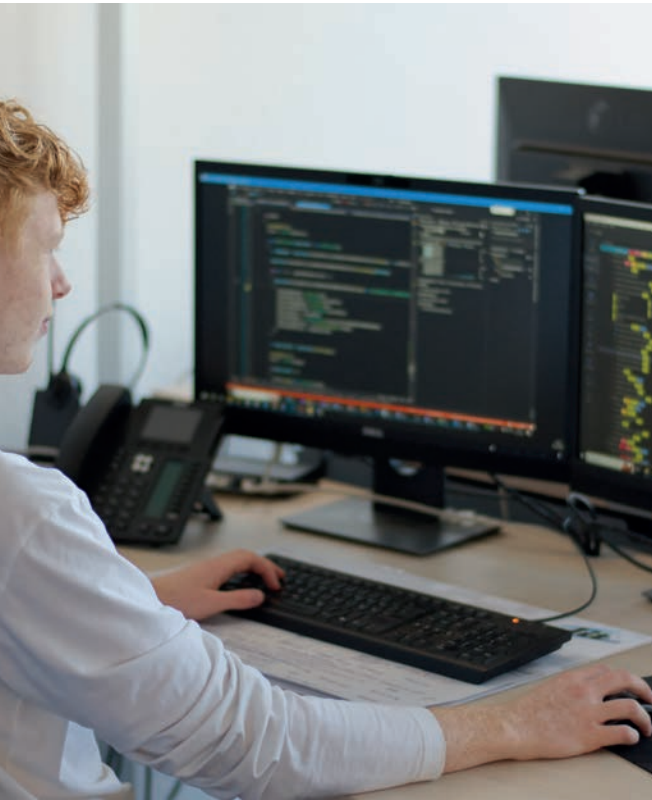
CHATBOTS AS DIGITAL SUPPORT

Another essential and forward-looking building block of our digitalisation strategy is the development of chatbots that support our employees in their everyday work. Especially when using complex software or internal applications, queries regarding operation or processes frequently arise in daily business. Instead of searching for information for a long time, employees can access relevant knowledge quickly and directly via chatbots – for example, in the form of user guides or practical step-by-step assistance. This saves time, lowers the entry barriers for handling digital solutions, and supports a consistent, efficient use of applications across the board. At the same time, such systems contribute to making knowledge more readily available and anchoring it within the company independently of specific individuals.

AI AS SUPPORT FOR OUR EMPLOYEES

It is deeply important to us not to see AI as a direct replacement for humans, but rather as a valuable tool for support. The responsibility for decision-making and personal exchange always remain with our employees. AI takes over tasks where it is most practical and resource-efficient: in standardised, repetitive, or data-intensive activities. This relieves our teams so they can focus more strongly on their core tasks, creative problem-solving, and strategic goals. For the future, we see great potential in digitalisation to align our company sustainably for the long term. We want to utilise digital opportunities where they support people, promote conscious resource management, and make a clearly measurable contribution to sustainable corporate development.

Our IT experts always keep an eye on the latest technology to optimise our processes and tasks



THE MOST IMPORTANT POINTS AT A GLANCE

- Use of AI and automation in daily business operations
- AI-assisted invoice recognition saves resources
- Automatic capturing of transport orders improves operational planning
- Chatbots for daily support and knowledge transfer
- Employees are relieved, while responsibility remains

CERTIFIED EXCELLENCE



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IMPRINT

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