



HILTI

team

MAGAZINE

LEAD 2030

Strategic Initiatives

THE POWER OF 'WE'

Teams Worldwide

**ENGAGED
BEYOND BUSINESS**

Turn Your Time Into Impact

5 | 2025

Hilti Employee Magazine



Editoria

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Dear Colleagues,

Welcome to the first edition of our global employee magazine in 2025! This issue celebrates the incredible teamwork and relentless commitment that drive our business forward and bring our Lead 2030 strategy to life. You will read about our strategic initiatives (page 4) and how team members from different areas are contributing, everywhere from logistics (page 10) to cybersecurity (page 14). Driving our business requires us to be close to our customers, to truly understand their needs and maintain close relationships with them. That's what our account managers do every day. In this edition, we share more insights into the daily routine of Ana Luiza Silva, an account manager in W2 (page 6).

Beyond our professional collaboration, our team members engage in all sorts of group activities outside of work, such as cycling, playing football and more. On the pages 26 to 29, we look at some of the leisure activities practiced by colleagues in Indonesia and India.

On the pages 32 to 39 you can read about different Engaged Beyond Business projects, where team members come together to create social impact.

Success is not achieved by a single person or department and has many different dimensions; it is the result of the collective efforts of every one of us. Every role is vital. It is through our shared dedication, teamwork and collaboration that we continue to thrive.

The editorial team created this edition by bringing Hilti stories from around the world together with the people behind them.

We hope you will enjoy reading this edition of our magazine! Your unique stories and personal experiences are what make our magazine special. You are cordially invited to share your own stories and topics in one of the upcoming editions. Whether it's a project you're proud of, an inspiring team effort or an interesting leisure activity, we would like to hear from you. Together, let's continue to celebrate the incredible teamwork and relentless commitment that drive our success.

The Editorial Team

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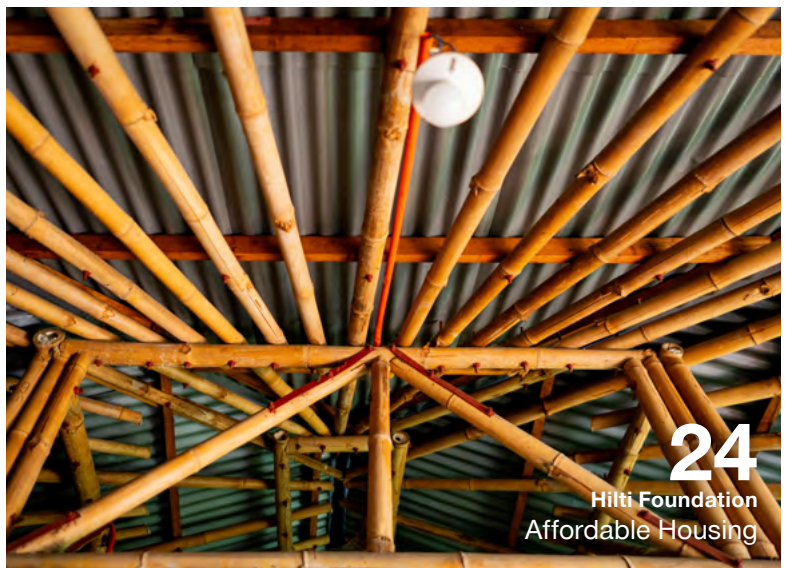
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The digital edition

There's more to discover in this issue: more images, more videos and interesting links.



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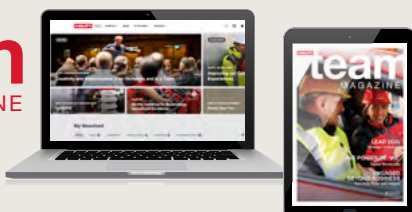


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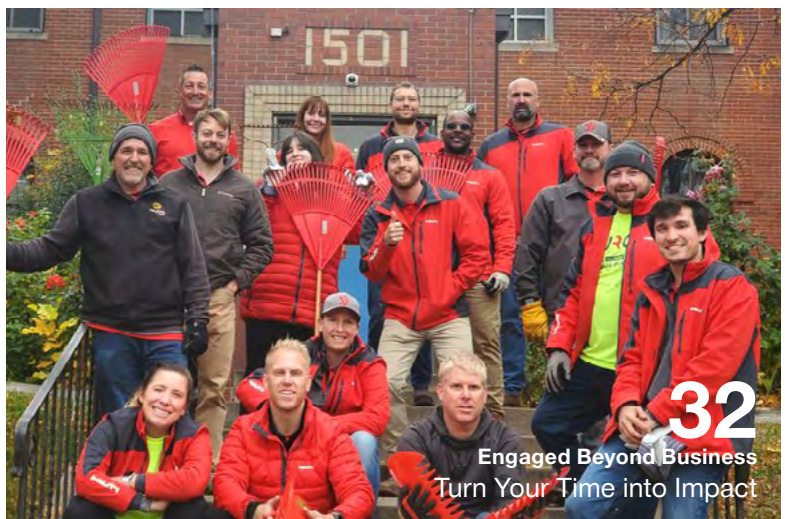


LINKS

team
MAGAZINE



Our magazine is available in an e-zine version or as a PDF on REDi at: [Company/Group](#)



LEAD 2030

Strategic Initiatives

People

Our passionate and inclusive global team is the foundation of our strategy. We want to be a great employer for everyone, everywhere by building an inclusive workplace for all team members.



Sustainability

We aim to make our customers more sustainable while also accelerating our own sustainability activities.



Enablers

Customer Experience (CX)

To maintain our differentiation and leadership, we aim for customer interactions that are accessible, transparent and reliable – exceeding our customers' expectations where it matters.



Coverage

By further professionalizing our social media approach, attracting new customers online and upgrading our website, we are increasing our coverage of the global customer platform and contribute absolute growth toward market leadership.



Large Projects

Expanding our share of wallet in large projects (= more than CHF 1 million net sales) complements systematic account development. It requires us to enhance our project management DNA and deploy dedicated large project roles.



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Customer
Best partner for
safety, and s

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Value creation through
differentiation and direct

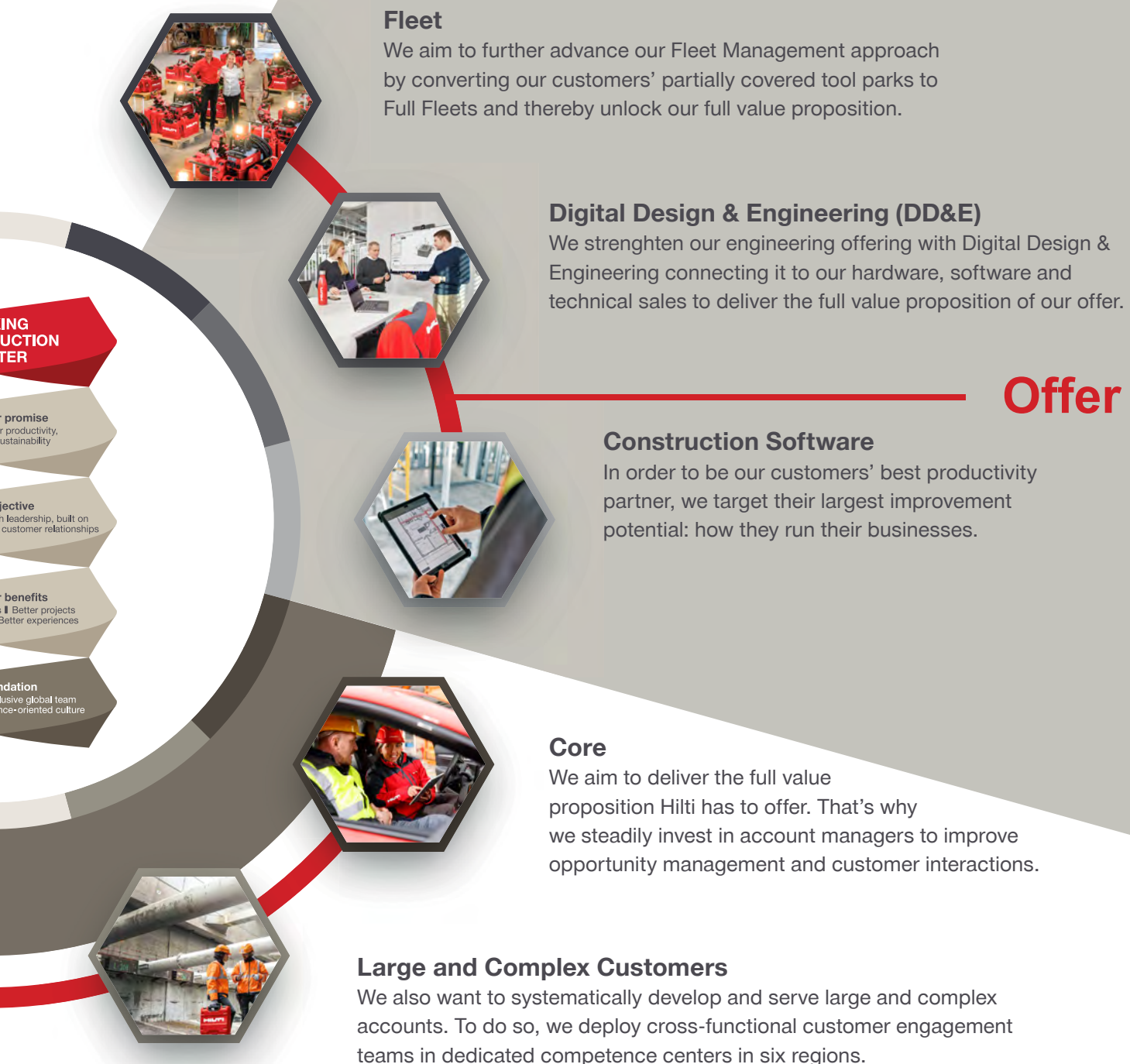
Customer
Better applications
Better processes

Our four
Passionate and Incl
Caring and performan

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We have defined ten strategic initiatives to bring Lead 2030 to life. These initiatives are the backbone of our strategy.



A DAY WITH...

Ana Luiza Silva



Here, Ana Luiza brings out one of the latest must-see products for improving worker safety and comfort: the EXO-T-22 tool balancer.

ANA LUIZA SILVA

“My work goes beyond selling products: I bring solutions that guarantee safety and efficiency to many of the industry’s most challenging activities.”

In the warm and sunny southeastern coastal city of Vitória, Espírito Santo, Brazil, you’ll find Ana Luiza Silva. She has served customers at the Port of Tubarão for more than a year now. The port is a critical hub for the transfer of coal to the local region and the wider world. The people and customers Ana Luiza supports represent some of the biggest names in the global mining industry: VALE, ArcelorMittal and Samarco.

On conventional construction sites, Hilti demolition hammers are designed to break up concrete and rock. Yet they are also just the thing for cleaning off thick, caked-on layers of coal dust that have collected on critical machine components. Cold, spark-free cutting reduces explosive situations near coal dust, while Hilti’s S-BT fastening systems eliminate the need for welding floor grates to steel – a welcome development in corrosive and fire-prone environments. Ana Luiza matches what Hilti offers to the unique needs of the people with whom she partners.

Background image: A time-tested application of Hilti’s floor grating solution near the port.

6:30 I live in a coastal city with a hot climate, so I start my day with a cold shower to cool off. While getting ready, I listen to a news podcast. I also make time for my dog, Luna, and we play with her ball before the smell of Brazilian coffee fills the kitchen.

7:30 After coffee, I check my social networks and email. This helps me organize my day and stay updated on my customers' needs. My schedule is very carefully planned since I only have security clearance for the port a few days each week. I must use the time wisely.

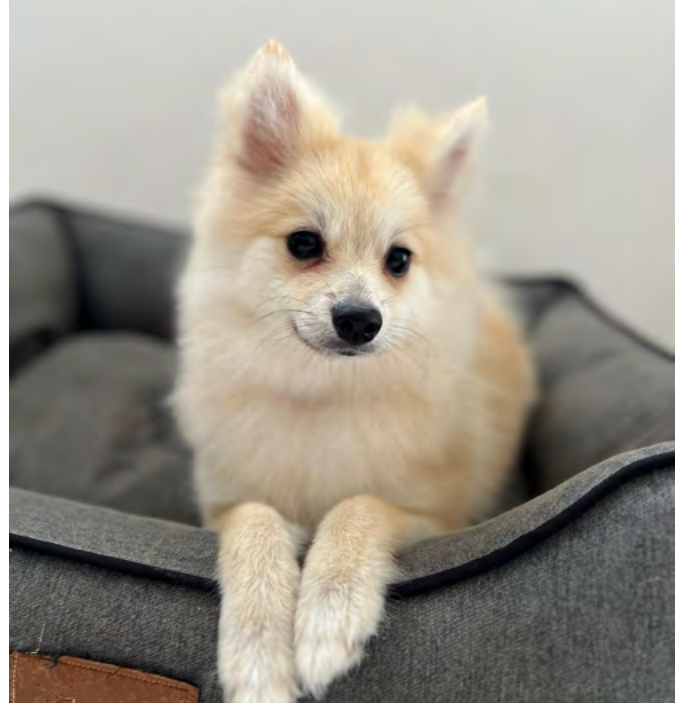
8:00 At my desk, I answer emails, messages and interact with colleagues on Microsoft Teams. This is when I work out my priorities and ensure everything is on track. Knowing that my work helps improve safety and productivity in mining, ensuring workers return home safely to their families, is what drives me every day.

8:30 On Mondays, I attend team meetings to share challenges, report on progress and motivate my colleagues. Afterward, I confirm the week's visits and prepare materials for customer meetings. Recently, we discussed how to approach mining managers about the value of our blunt-tip fastening and grating solutions. Our idea was to ask the customer if we could complete a maintenance order and obtain data about the time spent doing the repair. This can allow us to show all the time saved in not needing to put up scaffolding, get permits to work at height and reduce overall labor costs.

10:00 Around 80 percent of my week is spent at the Port of Tubarão. Being present is essential to understanding my customer's challenges and offering solutions. I schedule after-sales deliveries early in the morning, as customers are more available then. We have the chance to be involved at the start of solutions. We are also the link between our client and the other areas of our company. We go to the heart of the customer's operations, learn about their business and then gain their trust to propose new possibilities. That doesn't happen without a lot of time and dedication on our part. Whether it's a technical engineering call, onsite training, delivery or just a chance to catch up, each visit gets us closer to our customers realizing that we can help them improve their safety, productivity and impact on the environment.



Ana Luiza with one of her customers, Ronualdo, near one of the long coal conveyor belts at the Port of Tubarão.



Ana Luiza's dog, Luna, waiting patiently for her to come home and cuddle.

12:30 I try to focus on the moment and avoid my phone during lunch. I often bring my own food and eat with my customers at their facilities. The conversations are diverse and very light-hearted. I love listening to them talk about their lives, how long they've been with the company or if they've come from another city. Focusing on the people I work with, not just their role as my customer, helps me strengthen relationships.

13:30 After lunch, I check my communication channels before heading back to the port, as it's often difficult to use them directly on the construction site due to security concerns. Time in the afternoons usually means jobsite demonstrations or discussions, or adjusting my plans on the fly if things change in my customer's schedule.

16:00 In the late afternoon, I spend time organizing products and preparing materials for upcoming fieldwork. We have a lot of new products, services and software to offer and the only way to keep up is by regularly checking on what the marketing and learning and development teams are creating to help keep us up to date.

17:10 When work ends, I spend quality time with my family and my dog Luna. This balance is crucial for maintaining my energy and focus.

19:00 In the evenings, I alternate between gym sessions with my wife and a personal trainer, and English classes. Taking care of my health and personal development is a priority.

20:30 The day ends with a relaxing bath and family time. We enjoy watching series, cooking together or playing video games. Right now, we're hooked on "Hogwarts Legacy" from the Harry Potter universe. It's a fun way to unwind!

On Friday afternoons, I plan the upcoming week. In the industrial sector, I'm always trying to strike the right balance between field tasks and admin to obtain necessary access permits for our client's construction sites. My routine as an account manager at Hilti is intense but rewarding. Hilti is a partner in transforming challenges into solutions that positively impact lives.

Innovative Strategies for Achieving Net Zero

Decarbonizing the construction sector requires collective action across the entire value chain. Our ambition is to become our customers' best partner for sustainability, both through the solutions we offer and how we operate.

Our sustainability strategy is built on three pillars: Environment, People and Society. Achieving net zero emissions by 2050 is our environmental target. In 2024, our science-based CO₂ reduction goals were validated by the Science Based Targets initiative.

Hilti's Approach
To Reduce
CO₂ Emissions

Analyze the Status Quo

Build Innovative Solutions

Convert to More Sustainable Options

We consistently pursue the goal of reducing our CO₂ emissions while developing sustainable solutions for our customers. Our sustainability program to reduce CO₂ emissions across our value chain comprises of: Creating data transparency on our CO₂ emissions to enable data-driven

decisions; implementing circular principles in product design, focusing on value engineering to use less material for the same applications; and converting to more sustainable options where possible, e.g., material sourcing, car fleet and product technologies. These areas enable us to minimize our ecological footprint through informed data, innovative product developments and a comprehensive transition to more sustainable options, all while helping our customers reach their own sustainability targets. Each of these areas play a critical role in reducing our CO₂ emissions.

Analyze the Status Quo

Analyzing the status quo is a crucial first step in our CO₂ reduction journey. We create data transparency to make our CO₂ emissions across the entire value chain clearly understandable.

Our Sustainability Program Manager Martin Schäfer explains why this is so important: "When you start a race, you need to know where to begin. This principle applies equally to our CO₂ reduction efforts."

A global status-quo analysis ensures all data is consistent and unified, allowing us to target the most significant levers for emissions reduction. "We have a CO₂ dashboard for our entire organization that includes consistent CO₂ data. This dashboard ensures everyone refers to a single source of truth and has full transparency regarding our carbon footprint. Beyond data transparency, we provide training to our colleagues to spread knowledge and emphasize regular exchange of experiences," explains Martin.



Martin Schäfer, Sustainability Program Manager, explains the CO₂ dashboard.



Alice Marques, Sustainability Coordinator.



Matthias Lodes, Head of Development for Installation Systems.

Build Innovative Solutions

The next key lever for reducing our CO₂ emissions is building innovation in our product development, which involves the concrete implementation of CO₂ reduction measures. Building on the analysis of the current status, the goal is to develop actions that directly reduce emissions.

“We focus on innovation to create products that are not only efficient and high-performing but also minimize CO₂ emissions,” says our Sustainability Coordinator Alice Marques, explaining the central role of innovation. “Innovation is a fundamental part of our development strategy and serves as a cornerstone of our mission to decarbonize our products.”

A crucial aspect of our product development efforts is integrating circular principles. By using recycled materials, optimizing designs and promoting recycling and reuse, we further reduce our CO₂ emissions. “Our design requirements include circularity principles to enable reusability and recyclability,” says Alice.

Convert to More Sustainable Solutions

The third lever refers to the transition to more sustainable materials and technologies across the entire company. The Head of Development for Installation Systems, Matthias Lodes, discusses the challenges and opportunities of this transformation based on an example from our Installation Business Unit: “90 percent of our carbon footprint comes from purchased steel. Reducing these emissions presents a significant opportunity to contribute to the decarbonization of the entire Hilti Group.”

Transitioning to steel and other sustainable materials that have a lighter carbon footprint presents a significant challenge, but also offers the chance to dramatically reduce the CO₂ emissions of our product portfolio.

Our commitment to reduce emissions across the entire value chain is both ambitious and essential. While the path ahead is challenging, our progress so far shows our expertise and dedication. With innovative strategies, continuous improvement and unwavering resolve, we are steadily moving towards our goal of achieving net zero by 2050.



Check it out!

For deeper insights into this threefold approach, read the detailed interviews with Martin, Alice and Matthias in our 2024 Company Report:

<https://reports.hilti.group/2024/>

**Stay tuned and follow our
decarbonization journey.**

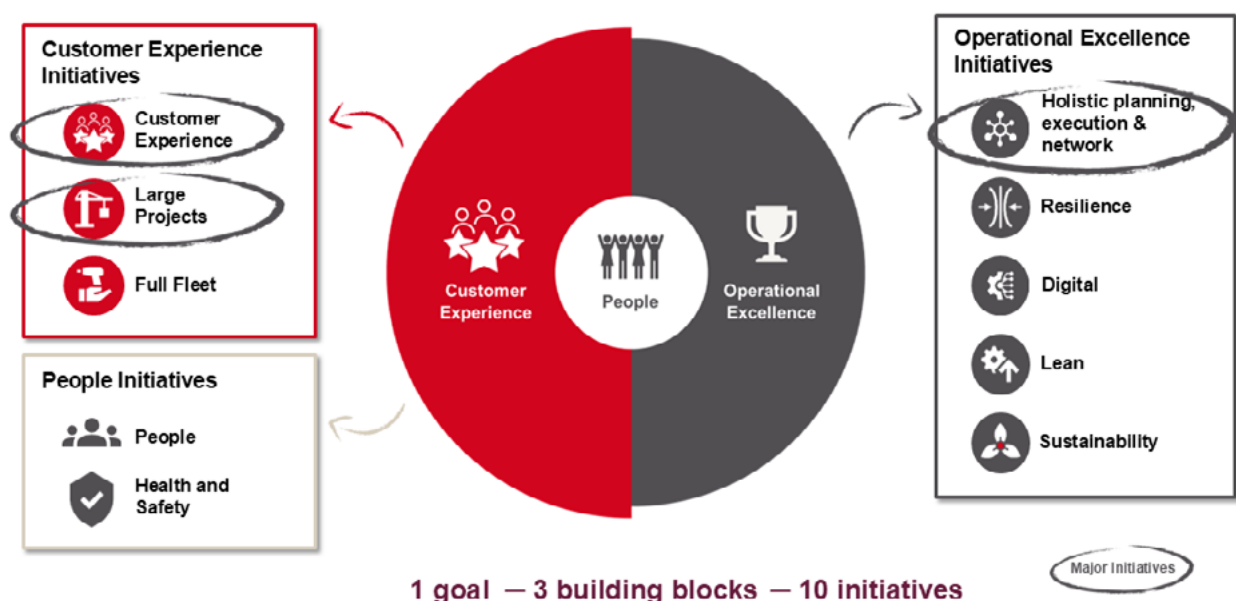
How Global Logistics Is Delivering

Around the world, our colleagues in Global Logistics strongly contribute to Making Construction Better. Their mission: Plan for and distribute Hilti innovations – both goods and services – through a network of suppliers, manufacturing plants, warehouses and logistics partners.

All of us have a comprehensive understanding of the Lead 2030 strategy and how each of us can contribute in their individual role. The Global Logistics 2030 strategy helps 1,900 team members further grasp how logistics will deliver its specific Group strategy ambitions. It is comprised of three building blocks encompassing ten

strategic initiatives which make priorities more tangible. Let's take a look at how Logistics colleagues are rising to the challenge of driving operational excellence and accelerating delivery of superior customer experiences in three major areas.

LEAD 2030 STRATEGY Our contribution toward Making Construction Better



Logistics Lead 2030



LARGE PROJECTS | Improved project management with professional fabrication and fulfilment services



My name is **Dogancan Demir**. I'm a project execution manager based in the Netherlands. I'm working to professionalize how we approach large projects to improve customer experience. For example, customers building a data center need a reliable partner across all phases of the project life cycle. That's where I come in. From initial engineering to the last bolt being tightened, I provide continuous support to project owners and contractors. This requires close collaboration with a diverse range of internal stakeholders to execute our service seamlessly. Keeping projects on track allows us to fulfill our promise of improving customer productivity.



Lisa Leonenko, a team member of our Engineering and Value-Added Service Center in Lewisville, Texas. We make innovative and cool stuff for our customers: the largest assemblies of Hilti Installation Systems ever built. Each integrated project solution is a custom answer to a complex problem on a massive construction site. We meet the need by adding new technologies, optimizing internal workflows and constantly monitoring efficiency and quality. Our solutions help make work safer, more productive and more sustainable. We are our customers' partner in transforming ambitious designs into tangible results.



CUSTOMER EXPERIENCE (CX)

**Creating impactful interactions
where it matters most**



Hello from Germany! I'm **Ricarda Kersjes**, product owner of proactive order management. Our goal is to ensure efficient and seamless order processing for our customers. To achieve this, we're developing a proactive order management system. It triggers multiple internal and external notifications when an order needs attention, keeping everyone informed and on track. Additionally, customers can save time using self-service order management tools available on Hilti websites. By focusing on these details, we're enhancing the customer experience as part of our Lead 2030 strategy.



Hello Hilti, I'm **Maxime Michel**, working in Hong Kong as the A1 Order to Pay Journey Manager who directly supports the customer order journey. Our customers expect efficient ordering, delivery and payment. We've upskilled our teams to proactively manage orders by collaborating to resolve customer issues and develop self-service options. We even tailor our communication to fit cultural preferences in each region. This makes our offer more tangible, increases customer satisfaction and contributes to our strategic goals.

The Global Logistics team is confident that each of these initiatives, and all ten together, will help them achieve their goals. To be successful, this requires significant investment, rapid acceleration and strong collaboration between all of our teams. So, the next time you meet a Logistics colleague, you have some idea as to how they might answer the question:

“What are you working on?”



HOLISTIC PLANNING, EXECUTION AND NETWORK (HPEN)

Redesigning our end-to-end planning to support our growth strategy



Hi colleagues, I'm **Gemma Boardman**, Head of Global Forecasting based in Manchester and part of the HPEN project team. Customers expect that the products and services they need will be ready and on hand. Our team leverages data in new ways to make informed decisions about our supply chain now and in the future. We want to segment our efforts and systems based on Hilti's overall business. A good example is how we manage demand-volatile products through our supply chain. Strong statistical forecasts prepare us to ramp up or down to support standard business and large project opportunities. This lean, agile focus optimizes our operations and results in better customer experiences.



Greetings from Italy, Team Hilti. My name is **Giuseppe Cattaneo** and I'm Head of Materials Management in Region E4. I bring a regional perspective to the new and future supply chain operational model. I represent the customers' needs and requirements, ensuring our internal processes are aligned with customer expectations. A lot of courage, teamwork and collaboration is required to take our way of working to the next level, but doing so will allow us to match our processes with our premium brand. A customer-centric approach, from planning to execution, guides our decisions towards delivering value and fostering long-term partnerships.

Delivering Hilti's Customer Promise

Somewhere in the world, the innovation and service that leave Hilti's logistics networks have just arrived at a construction site, ready for installation or for use by a construction professional. Because it's from Hilti, these professionals will go home to their family and friends after a safe, productive and sustainable day of work. No matter how you look at it, by way of one strategy or yet another, it's one more example of how we at Hilti are people helping people.



Cybersecurity Is Everyone's Responsibility



In recent years, a great deal has been invested in advanced technologies to improve cybersecurity in the company, including the introduction of strong measures and advanced technologies. The security culture has been improved through ongoing awareness programs and team member trainings. In 2024 these efforts were confirmed by the company receiving ISO 27001 certification. However, it remains an ongoing process to continuously improve cybersecurity capabilities, which is particularly relevant for the implementation of Lead 2030, as Johannes Reichert, Head of Global IT, explains in the interview.



“Cybersecurity is fundamental to achieving our Lead 2030 goals. It ensures the protection of our data and systems, which in turn enable secure and sustainable digital transformation.

**Johannes Reichert,
Head of Global IT**



The threat of cyberattacks is constantly increasing.

How can we keep pace with this?

We continuously strive to enhance our capabilities to defend against new malicious software and security vulnerabilities. It is imperative to react swiftly, as attacks occur daily. The attacker requires only one loophole to succeed. That's why we've established a Security Operations Center (SOC) that operates 24/7 and enables a rapid response to any potential threats. In addition, exchange with other companies helps to improve our security measures. And we are represented in national and international expert groups where government agencies share information on attack scenarios and threat actors. This intelligence is utilized by our SOC to prepare for and counter potential intrusions. Furthermore, we have close partnerships with strategic allies, such as SAP and Microsoft, to secure the effectiveness of our global systems.

Hilti has also increased its cybersecurity budget. What are some focus topics and what is the underlying strategy?

In recent years, we have focused on securing our devices, networks, cloud solutions and digital identities. With the increased budget, our priority is operational technology (OT) environments in our plants and logistics facilities. Unlike traditional IT security, OT security must address the special challenges of safeguarding machines, sensors and networks that control physical processes. We implement advanced security solutions and monitor potential vulnerabilities to ensure a rapid response to threats. Specialized professionals are required to manage these systems, as they must understand both cyber threats and the specific operational requirements of the environment they protect. To summarize – we are entering the next phase of our program and extending coverage to manufacturing, repair and supply chain operations.



What role does cybersecurity play in terms of our Lead 2030 objective?

Cybersecurity is fundamental to achieving our Lead 2030 objective. It ensures the protection of our data and systems, which in turn enables secure and sustainable digital transformation. Additionally, cybersecurity supports our innovation initiatives and productivity improvements. And the aspect of digital trust plays a key role in our becoming the best partner for our customers and partners.

And what role does cybersecurity play in the IT strategy?

All Lead 2030 initiatives require secure cyber solutions. That's why cybersecurity is part of "Lead 2030 @ IT" and one of Global IT's foundational contributions to the success of Hilti. We ensure that our digital platforms and technological solutions are as resilient and secure as possible, allowing for the effective implementation of Lead 2030.

With the expansion of the software business, new challenges are emerging. How does this affect cybersecurity?

Our software business brings us much closer to our customers' systems and businesses. This comes with a great responsibility to protect applications and data in cloud environments and manage vulnerabilities in the software development cycle. However, we already have a mature process in software development, which includes integrated security measures and continuous improvement. Close collaboration with the respective teams, sharing of best practice and reuse of established cybersecurity capabilities ensure that we can fulfill our customer promise.

Despite all these efforts, we have to expect that a successful cyberattack will happen at some point. How do you deal with that?

We are faced with many attacks every day, which we can defend against thanks to the investments we make. But there is no guarantee. What we can do is be prepared to the best extent possible with continuous external testing and attack simulation. But the day will come when someone outsmarts our defense.

What is most important for us in being able to recover quickly from such an attack?

It requires many steps, with a significant focus on backup and restoring methods. It's important to have backups that cannot be changed or deleted, known as immutable backups. They ensure we have a secure copy of our business-critical data and systems. Regular testing and updating of the backup systems warrants that they are always ready for use. Finally, we have a detailed plan of what to do during an attack to minimize down-time.

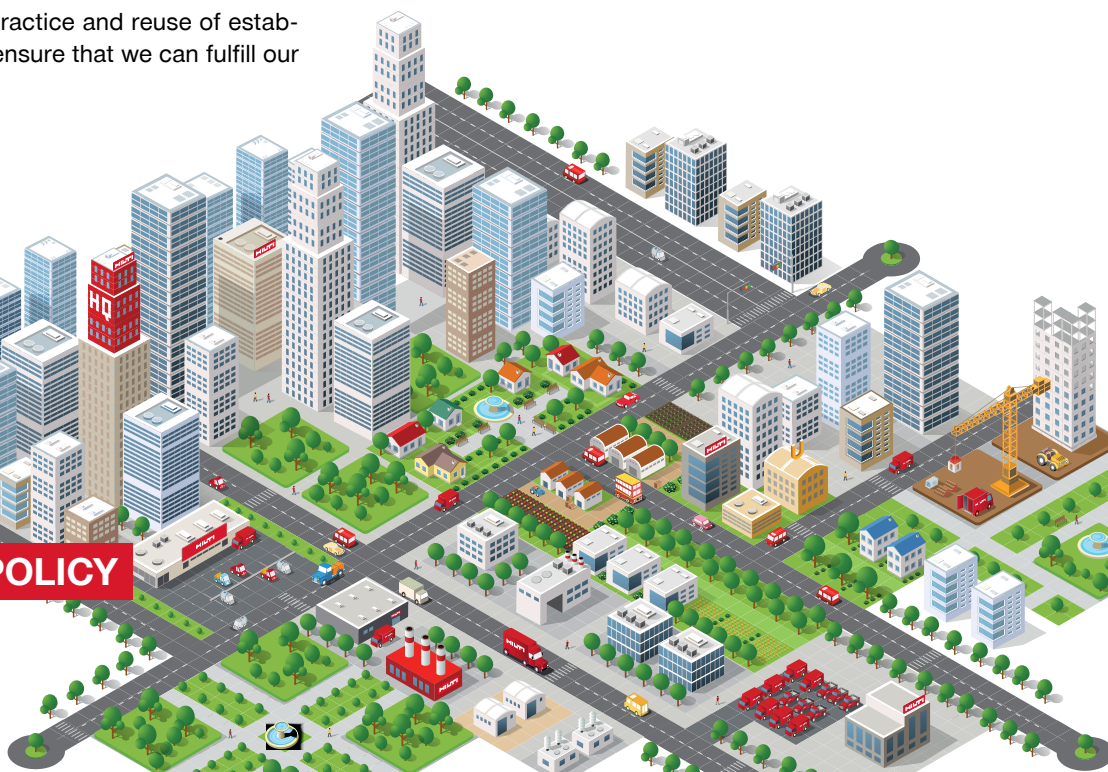
And what contribution can team members make to help us avoid such a scenario?

Cybersecurity is everyone's responsibility. Everyone can contribute by adopting secure practices in their everyday work, participating in training and awareness programs and reporting any suspicious activities. The use of company devices and software according to the IT and Cybersecurity Policies is also the responsibility of our team members. Two examples: Firstly, by reporting phishing emails, employees contribute both to a quicker response time and to such emails being removed from all Hilti inboxes before anyone can click on them. Secondly, if you encounter someone without a Hilti ID attempting to enter a building, it is prudent to ask who they are and where their ID is. "Tailgating" is a simple and common method of unauthorized access. All the more reason for each team member to recognize their important role in protecting our organization.

MAKING
CONSTRUCTION
BETTER



CYBERSECURITY POLICY



INNOVATION AT HILTI

SPEC2SITE in Focus

Delivering high-quality projects on time and within budget is a constant challenge in construction. While engineers focus on being productive and meeting design standards, contractors are tasked with efficiently putting these designs into action on construction sites. However, this is easier said than done.

Our customer promise is to be the best partner for productivity, safety and sustainability. The newly launched SPEC2SITE program, leveraging our digital design and engineering offering, provides solutions for structural connections, support systems and fire protection applications to both engineers and contractors. These solutions enable us to deliver on our customer promise by combining:

- our differentiated hardware and design methods,
- our design software and services,
- the educational and technical content we offer through our engineering centers and
- the support of our field personnel, both on the jobsite and in the office.

Slab-to-slab connection



Differentiated Design Methods & Hardware



Static
Loading



Fire
Loading



EN 1992-1-1
EN 1992-1-2



FP 700 R chemical anchor



Auto-cleaning
systems:
Hollow drill bits
and vacuum
cleaners



Hilti electric
dispenser for
accurate dosing

The construction industry frequently encounters significant delays and overruns, as highlighted by various studies and reports. Approximately 85 percent of construction projects are over budget. Large projects take an average of 20 percent longer to complete than originally planned. Approximately 32 percent of cost overruns are due to estimation errors.

When our customer uses our complete SPEC2SITE offering, for example in a slab-to-slab application, they can benefit from a significantly faster installation time and substantial cost savings.

The PROFIS Engineering module for post-installed rebar empowers engineers to optimize and value engineer their designs in compliance with relevant construction codes, like Eurocode 1-1 and 1-2, ensuring building safety for fire and static loading conditions. This specification is then handed over to the jobsite, where contractors also benefit from our solutions.

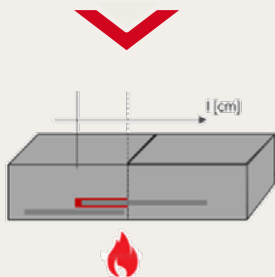
Our VC 10-22 system, combined with hollow drill bits, eliminates the need for borehole cleaning. The FP 700 chemical anchor, in combination with the HDE electric dispenser, makes the rebar installation fast, simple and more sustainable while ensuring correct installation in accordance with specifications.

From design to installation, Hilti serves the entire application workflow - whether through relevant content in the engineering center or knowledge sharing and on-site support through our direct sales force.

Design Software & Services



PROFIS Engineering:
Post-installed rebar module



Easily design splices at
elevated temperatures

Content in the Engineering Center



Self-service
eLearning
training



Fire design for
post-installed
rebar seminar



C2C Handbook and
Whitepaper on fire design
for post-installed rebar

HILTI
ENGINEERING
CENTER
Q&A support

Support by our Direct Sales Force



Field Engineer consulting,
in office or on-site



On-site account manager
consulting



Demo kit

INNOVATION AT HILTI

SPEC2SITE in Focus



OVER-ENGINEERED DESIGNS DRAIN BUDGETS

Challenges faced by engineers and contractors: Introducing SPEC2SITE as the ultimate solution.

Additionally, we are dedicated to harmonizing and consistently communicating our value proposition through our SPEC2SITE program. Every new SPEC2SITE solution from Hilti will adhere to the same value proposition framework, making it easier to remember for our field personnel and our customers. This framework has been meticulously detailed and tailored to our two key target customers: engineers and contractors.

Using our SPEC2SITE solutions supports our customers in making their design specifications and jobsite practices better. We aim to improve key steps in the construction workflow for target customers, helping connect the design specification with the jobsite, enabling installation as specified.

SPEC2„SITE

SPEC2„SITE



SPEC2Site for Engineers.

For engineers, our SPEC2site solutions help their specifications to:

- **Perform higher:** meeting a wide range of application requirements.
- **Be value engineered, code compliant and optimized,** leveraging our design software and services.
- **Provide peace of mind** with design methods for more building safety, better site practices, knowledge sharing and onsite support to help ensure “you get what you spec.”
- **Have more sustainable** designs through quantifiable and reduced carbon emissions.

SPEC2„SITE



Spec2SITE for Contractors.

For contractors, our Spec2SITE solutions help make their jobsite practices:

- **Faster:** Our systems allow for fewer and faster installation steps, resulting in lower total cost of ownership.
- **Simpler:** More intuitive installation processes that require less skilled labor.
- **Safer:** Our systems, knowledge sharing and onsite support, help comply with design specifications.
- **More sustainable:** Our systems make it possible to use less material, leading to less carbon emissions in our contractors’ projects.

With SPEC2SITE, we are making our Lead 2030 customer promise come to life for engineers and contractors. SPEC2SITE solutions help drive productivity, safety and sustainability in construction.



Designs with higher performance.

A TEAM EFFORT

Enhancing Productivity Through Fleet

One of our Lead 2030 strategic initiatives is to further advance our fleet management journey. Central to this mission is our premium tool pool (PTP) service, a key enabler for achieving “full fleets.” This service aims at optimizing our customers’ fleets and is one of the driving forces behind our strategy.

A global team effort

A cross-functional international team has been actively working to further optimize our premium tool pool offering. This team continuously examines processes to enhance the range of PTP items while integrating customer satisfaction analyses and recommendations for improvement. This initiative aligns with two other global efforts – circularity and full fleet.

Key challenges and resulting solutions were identified by teams in Hilti North America, Central Europe and at headquarters. Pilot solutions have been implemented in Adliswil, Switzerland, feedback is gathered in Delhi, India, and implementation takes place in Irving, USA.





“We know how important the availability of loaner tools is for customer satisfaction. In the past, we haven’t always been able to ensure this. That’s why we’ve worked to improve availability through various measures.

Stefan Nitzsche
Head of Customer Service
Bebra, Germany



To meet our customers’ requirements, we must ensure that a sufficient number of tools and devices, of the right quality and having the necessary accessories, are in stock and can be made available to the customer as quickly as possible.

We offer our Fleet Management customers a unique service. They enjoy exclusive access to the premium tool pool, which allows them to order additional tools for peak demand or quickly receive loan tools in the event of repairs or theft of their existing tools. One of our strengths is to be our customers’ strategic partner, supporting them in meeting their productivity and cost efficiency targets. Through an initial tool park analysis, we review the current tool park and associated processes and define the appropriate number of tools for the next few years. This enables our customers to flexibly expand their fleets through our tools-on-demand offer when needed.

Participants from our global teams provide valuable insights into the key challenges our customers encounter and the solutions that could be achieved through the process. Their experiences underscore the collaborative efforts and innovative solutions that drive our success.



Insights From Employees and Customers

Let's hear from BeKor, a construction company specializing in concrete repair, coating and corrosion protection, based in Hamburg, Germany. BeKor has benefited from the value-added solutions provided by the Hilti team. Over 200 BeKor employees make the most of the flexibility and comprehensive services of Hilti's Fleet Management, which has helped significantly reduce downtime and gives a high degree of planning security.

Efficient ordering process

Birk Schmidt, Commercial Director at BeKor's Hamburg site, has always faced the challenge of planning orders punctually and efficiently on-time. He believes in monitoring the availability of materials and equipment and adhering to their company motto: "Better to have than to need." For BeKor, having does not mean owning, but leasing through Hilti Fleet Management.



(From left) Daniel Nieber, Mechatronics Engineer, and Birk Schmidt, Commercial Director at BeKor.

Minimizing downtime, securing peak performance and adding efficiency

"Nothing is as expensive as downtime on the construction site," says Birk Schmidt. "Hilti's range of loaner equipment provides tool availability security, allowing BeKor to reliably plan projects and increase daily productivity."



BeKor has benefited from the value-added solutions provided by the Hilti team. Over 200 BeKor employees make the most of the flexibility and comprehensive services of Hilti's Fleet Management.

Flexibility regarding special equipment needs

BeKor's work often requires special equipment. Birk Schmidt appreciates the flexibility of our Fleet Management tool-on-demand offering. "We simply book the tools needed for the required period. I order it by 1 p.m., and the next day they are available where they are needed," he says. The costs are significantly lower than buying tools, with no storage or maintenance expenses. Equipment is delivered directly to the construction site and booked cleanly according to the project name and cost center, providing clear accounting allocation.

"We prioritize maintaining high-quality service, closely monitoring tool availability and ensuring our fleet customers receive the latest tools as earliest as possible, when they are needed."

Sven Brandau,
Global Process Manager,
Schaan HQ



“As a trusted partner, we prioritize maintaining a lean and cost-effective tool park for our customers. Our goal is to provide an optimal mix of regularly required equipment and short-term supplemental equipment to meet peak demand periods.

**Kevin Kaufmann,
Hilti Area Sales Manager,
Germany**



At Hilti, we are dedicated to becoming our customers’ best partner for productivity, safety and sustainability. By delivering innovative services and flexible options through Fleet Management, such as tools-on-demand and loan tools, we empower our customers to achieve their goals efficiently and effectively while setting new standards for excellence in the industry.

Affordable Housing & Technology

How Marla Kohli's Award-Winning Bamboo Research Supports the Hilti Foundation's Mission

“I think the most important part of Marla's thesis is that she was able to prove that using mud is as good as using cement. It's changed the perception that cement is the only solution.”



Luis Felipe Lopez,
General Manager
at BASE Bahay

”



“The beauty of using bamboo in these countries is that it’s locally grown. You are able to develop a full supply chain using primarily local material without having to import timber or steel.

**Matthias Gillner,
Chairman of the
Hilti Foundation**



Marla Kohli has long been fascinated by bamboo. Growing up in Peru, she loved exploring Lima’s historic center, where the upper walls of many of its loveliest buildings were constructed with it.

She was also struck by bamboo’s practicality. Lima’s buildings have stood for centuries, impervious to frequent earthquakes, thanks to an ancient construction technique known as vernacular bahareque. Using bamboo lattices coated with earth, this style of building has proved cheap, practical and durable.

After spending 14 years in Peru, Marla, then 18, went home to Switzerland and enrolled in a civil engineering course at ETH Zurich. Life was tough initially: “My thoughts were formed in Spanish and I still counted in Spanish,” she says. “At the age of 18, I had to rebuild my life in what felt like a different culture. It was a shock to the system.” Still, she prevailed, and when it came to her master’s degree, her mind returned to Peru’s bamboo-building traditions. Thus an idea was born that would take her to the Philippines and a collaboration with BASE Bahay, a Hilti Foundation initiative centered on bamboo.

Like Peru, the Philippines is prone to natural disasters. Starting in 2012, Hilti developed what it calls Cement Bamboo Frame Technology, a bahareque-inspired technique that is affordable, sustainable and disaster-proof – and could also help provide a housing solution for low-income families throughout the global south’s bamboo-growing areas.

Hoping to explore other construction methods using bamboo, the Hilti Foundation founded the BASE innovation center in Manila in 2021.

“Bamboo was never taken seriously by engineers for one simple reason,” says Luis Felipe Lopez, general manager at BASE Bahay. “There is no bamboo in Europe and there is no bamboo in North America, in other words in the areas where modern engineering was created.”



To correct the anomaly, BASE is collaborating with universities across the world, including ETH Zurich, where research work was hampered by the expense of importing bamboo. BASE’s innovation center provided a cheaper alternative, enabling students like Marla to fly to the Philippines. With BASE’s experienced staff on hand, Marla began work on a thesis called “What insights can cement bamboo frames glean from vernacular bahareque?” It won a top prize at ETH. During her research, Marla tested different configurations of shear walls containing a bamboo frame to gauge their resistance to earthquakes and typhoons. In a significant breakthrough, she found that covering the frame matrix with an earth plaster was a viable alternative to cement. It could withstand a natural disaster and was environmentally friendlier than cement. While additional research is required, it is a significant step forward.

“I think the most important part of Marla’s thesis is that she was able to prove that using mud is as good as using cement,” says Lopez. “It’s changed the perception that cement is the only solution.”



Marla’s award-winning thesis can be found [here](#).

TEAMS WORLDWIDE

The Power of “We”

What drives a company's success? At Hilti, it is people coming together, working with passion, supporting one another and striving for excellence. Team spirit comes in many forms. Sometimes it's swapping shifts so a colleague can celebrate their daughter's birthday. Other times it crosses borders when teams develop new innovations together. Our team members push each other to achieve their best, even outside working hours, whether through sports or shared initiatives.

We looked around the globe to see how team spirit comes to life at Hilti. We found it in many forms, but always rooted in our caring and performance-oriented culture.



Eskatika Puspita, Area Sales Manager Industry.

INDONESIA

Pedal Power: Building Bonds on Two Wheels

Eskatika Puspita, a team member from Indonesia, started a cycling club with her colleagues in 2022. What began as a small group of four quickly developed into a community of 15 members, including colleagues from various departments, as well as friends and family. They gather at least every two weeks to cycle around Jakarta, balancing their workload and promoting a healthy lifestyle. Cycling together allows Eskatika and her colleagues to get to know one another on a deeper level and to build stronger relationships. This camaraderie positively impacts their daily work.



The team cycled around the city of Jakarta.

“One of the most memorable experiences with the cycling club was a challenging climbing session. Not all of us are experienced climbers, so it was tough. However, we supported and encouraged each other throughout the ride, and in the end our hard work was rewarded with a breathtaking view.

Eskatika Puspita,
Area Sales Manager Industry
E&I, Hilti Indonesia

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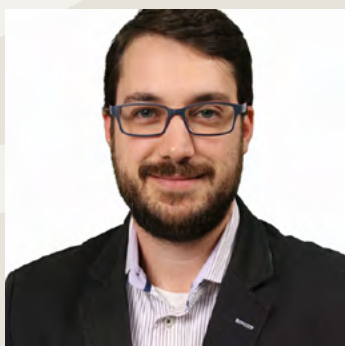
Team members had the chance to try out Hilti tools.



Enthusiasm was high at the kickoff.



Claudia de la Rosa,
Materials Manager.



Hildo De Abreu,
Finance Manager.

MEXICO A Significant Milestone for Our Plant in Mexico

Around 300 employees experienced a unique opportunity to get closer to the Lead 2030 strategy and experience our customer promise at this year's Plant 10 kickoff event in Mexico. This event was especially significant as it was the first comprehensive kickoff in Mexico in 17 years.

Through hands-on activities, workshops and close collaboration with the account managers from the Mexico Market Organization, participants experienced how their daily work impacts customer relationships and success.

This event was more than just a venue for launching new initiatives. It was about kicking off Lead 2030 implementation after spending the last year with a strong focus on a transformation map. The workshops highlighted each person's impact on the company's success and customer relationships, reinforcing that everyone plays a vital role in achieving the plant's 2025 goals.



The entire plant listened eagerly to the speeches.

Voices from the kickoff

"The collaboration was fantastic. We learned together how to strengthen our processes, improve quality, increase product availability and control costs – all of which directly benefit our customers." - Hildo De Abreu, Finance Manager.

"Active involvement made the event special, showing us how our products are used in real life and bringing us closer to our customers." - Mathias Strouf, Production Manager.

"The kickoff was an incredible opportunity to internalize our goals and values and grow as a team. It motivated all of us to continue putting quality and customer satisfaction first." - Claudia de la Rosa, Materials Manager.

With a clear focus on our shared goals and a strengthened team dynamic, Plant 10 is now more united than ever and ready to tackle the upcoming challenges with renewed energy and enthusiasm.



Frank Steinhart at the hospital construction site.

GERMANY

A Solid Foundation for Strong Teamwork: Even in Seismic Zone 3

In Lörrach, in the Black Forest region of Germany, a new hospital is currently taking shape. By the end of this year, a building complex with a gross floor area of 89,600 m², equivalent to around 12 football fields, is set to be completed. However, this ambitious construction project is being built on moving ground. Located in seismic zone 3, the building must be able to withstand potential earthquakes with a magnitude of up to 7.5. For this reason, the sanitary, heating, ventilation and air conditioning systems (SHVAC), as well as the piping for medical gases and electrical installations, require special protection. In addition, hollow-core concrete slabs are being used in the building. These will save 1,600 m³ of concrete and reduce CO₂ emissions by up to 20 percent. Yet, in seismic zone 3, hollow-core slabs are considered undefined structural elements. This means that there are no certified standard anchors available for use, making it even more challenging to fasten the technical building equipment (TBE).



Construction work is in full swing.



Nitin Sharma, Product Manager.

INDIA

Kicking for Connection: How Football Brings Colleagues Together

While cricket is India's most popular sport, football enthusiasts often face the challenge of finding enough players. This inspired a group of Hilti colleagues to start their own team. Today, the team has around 25 members who meet every Sunday to train, unwind and share their passion.

The group isn't focused on competition or winning trophies. Instead, it is all about the joy of the game, the team spirit and the friendships built along the way. For them, every match is an opportunity to strengthen bonds, foster team spirit and live their passion outside of the workplace.



Frank Steinhart together with the customer, Mathias Benz – a representative of Pleitz responsible for the SHVAC systems in front of our fastening solutions.

Meeting the challenge of seismic safety – tailored solutions required

The engineering team at Hilti Germany responded quickly and prepared the necessary calculations to reliably verify the stability of the TBE fastenings. Thanks to this swift solution, the entire building could be equipped with Hilti's universal HUS anchors and fastening materials, ensuring compliance with the strict seismic and load-bearing requirements. As the project progressed, the partnership with the customer was further strengthened, enabling Hilti to also supply solutions for fire protection. As a result, the entire fastening solution for the hospital project is now in Hilti's hands.

A project made successful through teamwork

"This large-scale project could only be successfully completed thanks to close collaboration between the project team and various units, including engineering, fulfillment, sales, Hilti Stores, logistics, controlling and legal, as well as colleagues from both the back office and field sales," says Frank Steinhart, Key Project Manager in Southwest Germany.



Some of the players are ready for kickoff.

"It is the passion within the Hilti team that truly sets us apart, whether we're showcasing our solutions to customers or giving our all on the playing field."

Nitin Sharma, Product Manager
ET&A, Hilti India

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QUESTIONS FOR

Elke Nitz, Head of Logistics Replenishment Nendeln

Elke Nitz began her job as Head of Logistics Replenishment at the Logistics Center in Nendeln, Liechtenstein, (LCN) in June 2024. Read more about what she does and why she finds warehouses fascinating. The video explains more about the work done in the LCN and what's planned there in the coming years.

How do you prepare for the day ahead?

Elke: Well, I'm not a morning person at all. To start my day right, I make sure to get enough sleep so that when the alarm goes off, I will feel rested. Then, it's all about enjoying a good cup of coffee. I'm a total coffee person and the quality of the coffee I drink is really important to me. And, of course, starting the day with some happy music helps set the right mood.

What were your first steps with Hilti?

Elke: I'm going to take the phrase "first steps" quite literally. When I was growing up, I always thought that Hilti was the word for drill because my dad, who is a handyman, had a Hilti tool and loved it. He would always say, "Can you hand me the Hilti?" instead of "Can you hand me the drill?" So, I knew the word Hilti before I knew the word drill.

You have gained experience as Head of Logistics Replenishment in Nendeln. What has this experience been like? What does the job involve?

Elke: My role involves overseeing our flagship logistics center and home of the Global Logistics organization here in Nendeln, as well as the third-party logistics warehouses we have in the Austrian part of the Rhine Valley. My team and I manage not only Nendeln, but also a network of central warehouses, handling everything from daily operations to improvements and safety measures.

The experience so far? It's been about finding where I can make a real difference. While the role hasn't pushed me to my limits technically, it's given me a platform to drive the kind of change I care deeply about – creating safer, more efficient and more inclusive environments. I love challenging the status quo, sparking conversations and empowering people to do things differently. There is a lot to be done, but that's what keeps it exciting for me right now. For me, leadership is about leaving things better than you found them – and that's exactly what I'm here to do.

What are the topics you are most excited or passionate about in your role?

Elke: I am most passionate about leadership. Right now, I'm focusing more on health and safety topics because we have a certain sense of urgency to get things moving in this area. But I love development conversations with my team members and finding out how I can help someone really grow in their role. And how can I, in general, build an environment that supports the development of people.

Where do you go when you need a place to think?

Elke: I head to the fully automated high-bay warehouse. It's my favorite place in the LCN. Whenever I have a complicated situation or problem, I go there to sit with the issue for a moment and think. The high-bay warehouse serves as my meditation room.

Elke, thank you for these great insights.



ENGAGED BEYOND BUSINESS (EBB)

Turn Your Time Into Impact

How Our Team Is Volunteering To Build a Better Future

Across the organization, our team members dedicate their volunteering hours to support local causes in their communities. This allows everybody to have a significant impact on the lives of people, animals or the environment, while connecting with colleagues outside of work. Let's take a closer look at some of the inspiring Engaged Beyond Business (EBB) projects around the world that took place in 2024!

BRAZIL

Building Better Homes: Hilti Brazil's Commitment To Supporting Vulnerable Families

Our team members in Brazil have had a significant impact by dedicating their time and skills to support families in vulnerable social situations. Partnering with Construide, an organization that uses construction to create dignified living spaces for low-income populations, they are transforming lives one project at a time.

Hilti Brazil steps in not only with monthly donations but also through the active involvement of our team members. They volunteer their hours, bring their expertise and use our tools to assist in these construction projects. For Construide to be able to continue their construction projects, Hilti Brazil also donates some of our tools. This hands-on involvement is about more than just providing resources, it's about our team members rolling up their sleeves and making a tangible difference in the lives of these families.

This partnership marks the beginning of a greater journey, where our collective efforts in construction are helping to build a brighter future for many.

"Starting this partnership with Construide in Brazil has been incredibly impactful for us. Our purpose of Making Construction Better aligns closely with their mission and we saw this come to life as part of the joint workforce. Witnessing our tools enhance productivity, reduce effort and speed up the demolition process was a truly memorable experience for all of us," says Isadora Cinesi, former HR Business Partner for the Brazil Market Organization, and responsible for starting this collaboration.



Team members working eagerly on a construction site.



Isadora Cinesi, former HR Business Partner for the Brazil Market Organization.



The motivated team members of Hilti Brazil.



The Legacy Cup award ceremony at the beginning of the year, with Dannielle standing in the middle.

UNITED STATES

Working With the Denver Children's Home: Providing Children With Opportunities for a Better Future

Since 2009, Hilti North America has been awarding the Legacy Cup to an exceptional team member who has consistently engaged beyond business. For 2024, Dannielle Wagner was honored with the award for her work with and dedication to the Denver Children's Home. She wanted to give back to an organization that is making a difference in the lives of children who come from a background similar to her own.

Dannielle grew up in the small border town of Del Rio, Texas. Her life drastically changed around the age of nine when she lost both her parents within a short period of time, making her and her brother orphans who were forced to grow up in the foster care system.

To get started with volunteering for children in this system, Dannielle was looking for nonprofit organizations in her area. She started a collaboration with the Denver Children's Home, using her own volunteering hours and encouraging her team to contribute to helping these children.

The team members from Denver do a variety of different volunteering tasks for the children. These include lunch services, helping in the children's therapy garden, taking care of their Christmas wish lists or arranging a trade day to give them the opportunity to learn more about careers in the construction industry.

“Participating in EBB opportunities is such a valuable experience. You will discover that finding yourself often happens by losing yourself in service to others. Always keep in mind that no one has made it through life without the help of someone else at some point.

Dannielle Wagner, Regional Manager at Hilti North America



Dannielle and part of the team that volunteers regularly at the Denver Children's Home.

BULGARIA

Renovating a Home for Young Residents: Creating Lasting Memories for Everyone

The Sun Center in Bulgaria is home to 12 young individuals with physical and intellectual disabilities. They live there together with their caregivers. When Hilti Bulgaria decided to volunteer time and resources to renovate the center's kitchen and living room, Area Sales Manager Rumen Iliev knew they needed the best materials for the job. He managed to join forces with Isomat, a manufacturer of building chemicals, mortars and paints, which was inspired by the EBB initiative, and not only donated antibacterial coatings and putties, but also offered to join the project and provide their own manpower. Together, armed with Hilti tools and Isomat paint, they worked tirelessly to ensure the project was completed within the timeframe of two days.

In a letter, Vessela Banova, chairwoman of the Board of Directors of "Child and Space," the umbrella association of Sun, expressed her profound gratitude. She thanked the team for making the young adults feel valued and special, and for their significant contributions to the residents' well-being and development. The knowledge that their efforts truly transformed young people's lives with newly renovated spaces, while also creating lasting memories for themselves, has deeply motivated the team members to engage in more EBB projects in the future.



Rumen Iliev, who organized the partnership with Isomat.



Happy faces all around during the renovation work.

"The opportunity to help society and people in an unequal position is very energizing and noble. Seeing the admiration of people, including children, for a job well done is priceless. Their gratitude and admiration charged me and the entire team with energy and emotion that we will remember for a lifetime."

Rumen Iliev, Area Sales Manager, MO Bulgaria



ADDITIONAL LINKS



[Hilti Foundation: International Project Offering](#)



[Read more inspiring EBB stories](#)



[Find your local EBB Manager](#)

ENGAGED BEYOND BUSINESS

Working on a Better Future Beyond Professional Roles

Last year, Felix Hess joined one of the [Hilti Foundation's](#) local Building Houses projects that support low-income families. The experience of constructing new homes for communities in need and seeing the positive impact first-hand proved to be immensely fulfilling for him.

“Volunteering means giving back to the communities we work and live in. It means building a better future beyond our professional roles. Working hand in hand with colleagues from Hilti and beyond and contributing to social and environmental change is both inspiring and rewarding. I encourage every team member to participate in an EBB project.

Felix Hess and some of the colleagues he worked with during the construction project.

Felix Hess,
Member of the Executive Board



EB member Felix Hess in action.



ENGAGED BEYOND BUSINESS

EBB in Numbers

2020

the year we took our social engagement to the next level and launched EBB together with the Hilti Foundation.

160

years of full-time work: If each of our 34,000 team members worked just one day a year on a charitable project, it would result in around 160 years of full-time work.

904

Engaged Beyond Business projects were supported.

10,000

team members participated worldwide.

74,000

volunteer hours registered by our systems.

CHF 1.24 mill.

in donations raised through our projects in 2024.

How To Take Part in One of Our EBB Initiatives

There are countless opportunities to make a difference all around the world. Now it's your turn!

How to Participate in an EBB Initiative



1



Find your local EBB initiative.

Please note, EBB activities are as diverse as our teams are. In some countries we have already organized projects for you to sign-up to, in other cases we invite you to propose your own ideas.

Check out the EBB offering available to you.

2



Ask your local EBB Manager.

Also, talk to your team member or team lead and ask who else wants to participate and enjoy, making it a team event.

3



Book your Volunteering Leave day on Workday.

Every team member is gifted one day per year to spend on EBB.

In workday the EBB day can be booked in the same way vacation days are booked – just select "Volunteering Leave".

YOUR EBB DAY

A Most Memorable Experience

Thank you for contributing to create social impact at scale!





Share your experience on REDi, Viva Engage and/or LinkedIn and become an EBB ambassador

If you want to learn more about EBB in general, you can also check out our Sustainability Learning Platform on [FUSE](#). Together, we can have a real impact and contribute to social change worldwide!

One Last Thing...

The bauma construction trade fair took place on April 7–13, 2025 in Munich, Germany. Bauma is the world's largest trade fair for construction machinery, building material machines, mining machines, construction vehicles and construction equipment.

Key facts of this year's bauma:

- 3,601 exhibitors from 57 countries
- Approximately 600,000 visitors from over 200 countries

Hilti's strong presence was characterized by high employee engagement, strong teamwork and enthusiastic customers.

Hilti will also be present at many other major trade fairs and exhibitions around the world, such as the World of Concrete, which will take place in January 2026 in Las Vegas, USA.



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