

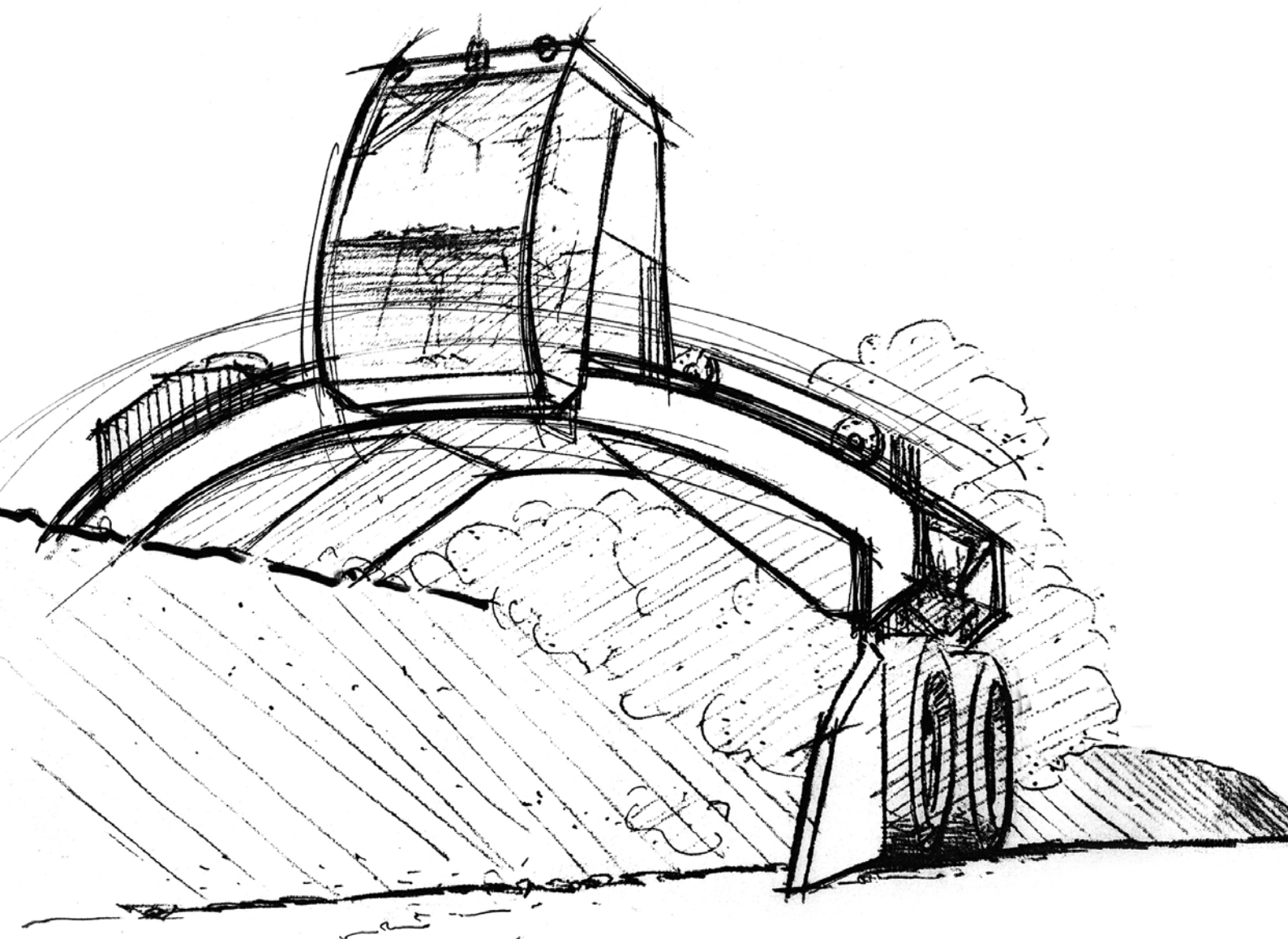


**KOMPTECH**

TECHNOLOGY FOR A BETTER ENVIRONMENT

# THE KOMPTECH PRINCIPLE

A COMPANY PROFILE



# KOMPTECH IN BRIEF

Founded 1992

Headquarters: Frohnleiten (Austria)

Management:

- Josef Heissenberger (CEO)
- Josef Imp (Sales)
- Heinz Leitner (Development)

Employees 2010: 480

Sales 2010: 88 million euros

R&D expenditure: 7%

Fields:

- Mechanical and mechanical-biological processing of household and commercial waste
- Treatment of woody biomass for use as a renewable fuel

Technologies:

- Shredding
- Screening and separating
- Composting

2475 customers in 53 countries around the world

Machines delivered: 3124



Josef Imp, Sales Director  
Heinz Leitner, Development Director

It all started with the passion of two pioneers.  
Now Komptech has grown up, and is taking more  
responsibility.  
Growth, as we see it.

Many great companies started in a garage. In Komptech's case the "garage" was a small rented workshop in which two young technicians dreamed of greater things. The young men, Josef Heissenberger and Rudi Pretzler, were already experienced in one of the world's oldest technology fields - designing and building ploughs. Now they were ready for something completely different. They had realized that the world, at least in Europe, was getting ever more green-minded. A green world needs green technology. So, after many long nights and with much hands-on work, they built their first machines to process what people want to get rid of, but shouldn't leave for upcoming generations.

Since then, the company has seen growth, not just in the developer's curiosity and the machine-maker's expertise, but also in our responsibility for what we as people leave behind on this world.

Asking questions, testing limits, and being dependable - these qualities have marked Komptech since those early days in the workshop. And they remain the pillars of the Komptech Principle, which we will present on the following pages.



Josef Heissenberger,  
Rudi Pretzler (from left to right)

# EXPERTISE MUST GROW.

When Austria as a country wants to demonstrate its industrial innovativeness, it often brings Josef Heissenberger to the fore. The founder and restless driving force of Komptech personifies the pioneering spirit.

**Komptech has become a global player, and its green machines are hard at work in over 50 countries on five continents.**

**Reason to relax and take it easy?**

There is no taking it easy in our industry. But then, there is probably no industry where a company can afford to relax. Green technologies are in more demand than ever, and the pioneering efforts of the last two decades have shown the huge potential that remains. It is my personal impression that our industry has barely cracked open the door to the future, and that the full range of opportunities and possibilities remains to be discovered. For us at Komptech, this is naturally a very promising outlook.

**A brief look back:**

**What were the last few years like?**

Our company has just completed a very exciting phase. In our early years, we grew accustomed to testing new technologies in close cooperation with our local customers. It was very comparable to a Formula 1 team: You drive a few laps, and can then instantly make adjustments and improvements. It's not only fun, it's also a very innovation-friendly way of doing things. But if you want to be successful all over the world, you quickly have to switch to "series innovation." That means that once a machine is presented at a trade fair or sold to a customer, it has to be one hundred percent ready to work. That was our challenge of the last few years.

I feel that we have passed the test with top marks - and of course with a little help from our customers.

**And the outlook:**

**What will the next few years bring?**

We will see even more green technology. If we want to keep the planet liveable, we will have to change our ways - very soon. That means reducing our consumption of fossil and atomic fuels and using resources more economically, so that we can keep the earth as it is. For there is no other place we can move to.

**What effects did the cloudy economic weather have?**

In good times, inefficiencies - the stones on the creekbed - inevitably accumulate. In tough times, it suddenly becomes much more important to get rid of them. In these phases, it is the executive's task to provide meaning. I no longer believe in the word "motivation." You can't motivate people to do something if they see no meaning in it. Motivation can only come from the inside.

**And how can a company provide meaning?**

To me, the answer is quite clear: Through sufficient room for reflection. This room must be present, and daily deadlines must not be allowed to become a permanent excuse.

I feel that the best type of reflection comes from talks with customers. If a customer can't invest at the moment because he is struggling to stay afloat, then no sales pitch or benefit list in the world is going to help. I simply have to accept it as a fact. Understanding that the Komptech brand doesn't belong to me, but rather to my customers - that is the key realization. Only then can I begin to think about what my customer really needs at the moment.

It's not about what I want to sell - it's about how we can help our customers. Going by the three steps of the Komptech Principle: Ask questions - Test limits - Be dependable



# SERIES INNOVATION

# FROM AUSTRIA TO THE WORLD

Komptech is at home throughout the world, just as it is in Frohnleiten, Austria. This is the story of a global player, with a commitment to one thing above all - customer value.



The first Topturn (1992)

**1992** The Komptech brand is born. Even the reason behind it was innovative - that was the year that the province of Styria became one of the first regions in Europe to introduce separate collection of biodegradable waste. That meant there were new material flows to be treated. Working together with what was then a regional disposal company, Saubermacher, the company developed its first Topturn compost turner.



Our entry into the shredding market (1997)

**1997** The pace picks up. Komptech outgrew its contract manufacturing capacity in Slovenia, and in 1997 built a new production facility in Frohnleiten, today's headquarters. The product portfolio grew and the Terminator and Crambo slow speed shredders were developed, machines that are still in high demand to this day. At the same time, Komptech found its first sales partners in Spain and Japan, who have sold our products in these markets with great success ever since.



Trommel screening technology is added (1999)

**1999** The product portfolio is gradually extended to make Komptech a full-liner for waste processing. We added trommel screening machines in 1999, star screens in 2003, and ballistic separators in 2006. At the same time, we built up our worldwide sales organization, adding partners from Australia to Norway and from Iran to Canada, and founding a sales subsidiary in Great Britain.

**2007** We establish a sales subsidiary in the US, and boosted our research and development capacity with the completion of the Komptech Research Center. Meanwhile, we set up the Komptech Academy as an education facility for customers, partners and employees.



The new Axtor high-speed universal wood chipper (2011)

**2008** We expand our portfolio for processing biomass as a renewable energy source with the development of the Chippo series of chippers, in 2011 adding the Axtor high-speed universal wood chippers.

**2011** The Komptech Group has 2500 customers in 53 countries around the world, and the number is growing all the time.

# THINK LOCAL – ACT GLOBAL



Site Manager Steve Willmann,  
St. Louis Composting, Missouri (USA)

In 1999 Komptech took its first steps in the United States. St. Louis Composting in Valley Park, Missouri was our first customer under the Stars & Stripes. Since then, much has happened. We now have our own US sales company, with our own service organization that lets us provide American customers with "Series innovation." That means replacement parts within 24 hours and service around the clock.



Marlyn Compost Pty Ltd,  
Norwell Queensland, Australia

The latest development is a Heavy Duty Edition of the Crambo for the US market - built even tougher for even tougher jobs. Of course, we serve our other markets with the same dedication. Over 40 partners around the world and a professional sales and service organization make sure that we can keep our promises. All together, we serve some 2500 customers the world over.

## DESIGN OR NOT DESIGN?



Design made by Gerhard Heufler

"Machines need first and foremost to be practical and meet user needs. But can they also be aesthetically pleasing?" - That was the question we asked ourselves as we developed our first windrow turner in 1992. And our answer was clear: They can - in fact, they must! Design doesn't just mean "nice to look at." Aesthetics also include technological, ergonomic and ecological functionality.



Timeless beauty: the Topturn X

In Gerhard Heufler, Industrial Design Professor at the Joanneum University of Applied Sciences in Graz Austria, we found an experienced partner, who together with our own design department has been responsible for the look of Komptech machines to this day. With excellent results, literally - in 2007 the Topturn X won the "Industrial Design Excellence Award," the world's top design award.

Curiosity is a core trait of Komptech, and asking the right questions is a major part of it.

Put another way, we question everything. Because holding on to the past only slows down innovation.

Today we know that the core personality traits of a person are laid down in the first years of life. The same goes for companies, as can be seen from Komptech: Curiosity was a part of us right from the beginning, and remains one of the core traits of our company culture.

And no wonder - when the first Komptech machines were under development, there was no such thing as "green technology."

Only by asking the right, and sometimes daring questions, could we be successful.

These questions included: How can our machines revolutionize biodegradable waste handling? How can we be a positive influence on our customers' business models? What are the most important success criteria for our machines? What is more important, innovation or pure quality? Is design just an unnecessary waste of time or does it really benefit customers?

Today, two decades later, the questions have changed in their details, but the basic thrust has not changed: "Can our customers do more business with our machines?" and "Does what we do make life easier for our customers?"

As simple as these two questions may seem, living them day to day takes ambition and passion. And it takes one thing above all - the greatest possible closeness to the customer. Because to be honest, our customers themselves know best how to handle waste and biomass.

To maintain this customer closeness, we have developed a range of processes and instruments that help us work and ask questions together with the users - our customers.

# ASK QUESTIONS. BE CURIOUS.

# THE KOMPTECH PRINCIPLE

## PART 1



At Komptech, we like customers with curiosity. Questions on how to save more energy, or requests for more throughput, spur our designers on to new heights. This is the only way to make sure that we can always provide solutions that bring our customers the maximum benefit.

If you want to offer cutting-edge technology, you have to have better ideas, implement them, and overcome limitations. Cutting-edge products only come from working at the cutting edge.

Once a famous director was asked about the secret behind his performances.

"We play every note at the edge," he answered. "It's risky, but that's the only place anything new happens." What applies to a world-class orchestra also applies to Komptech's production facilities, which also do world-class work. Because only at the cutting edge (and perhaps beyond it) do you gain the knowledge that sets the excellent apart from the merely good.

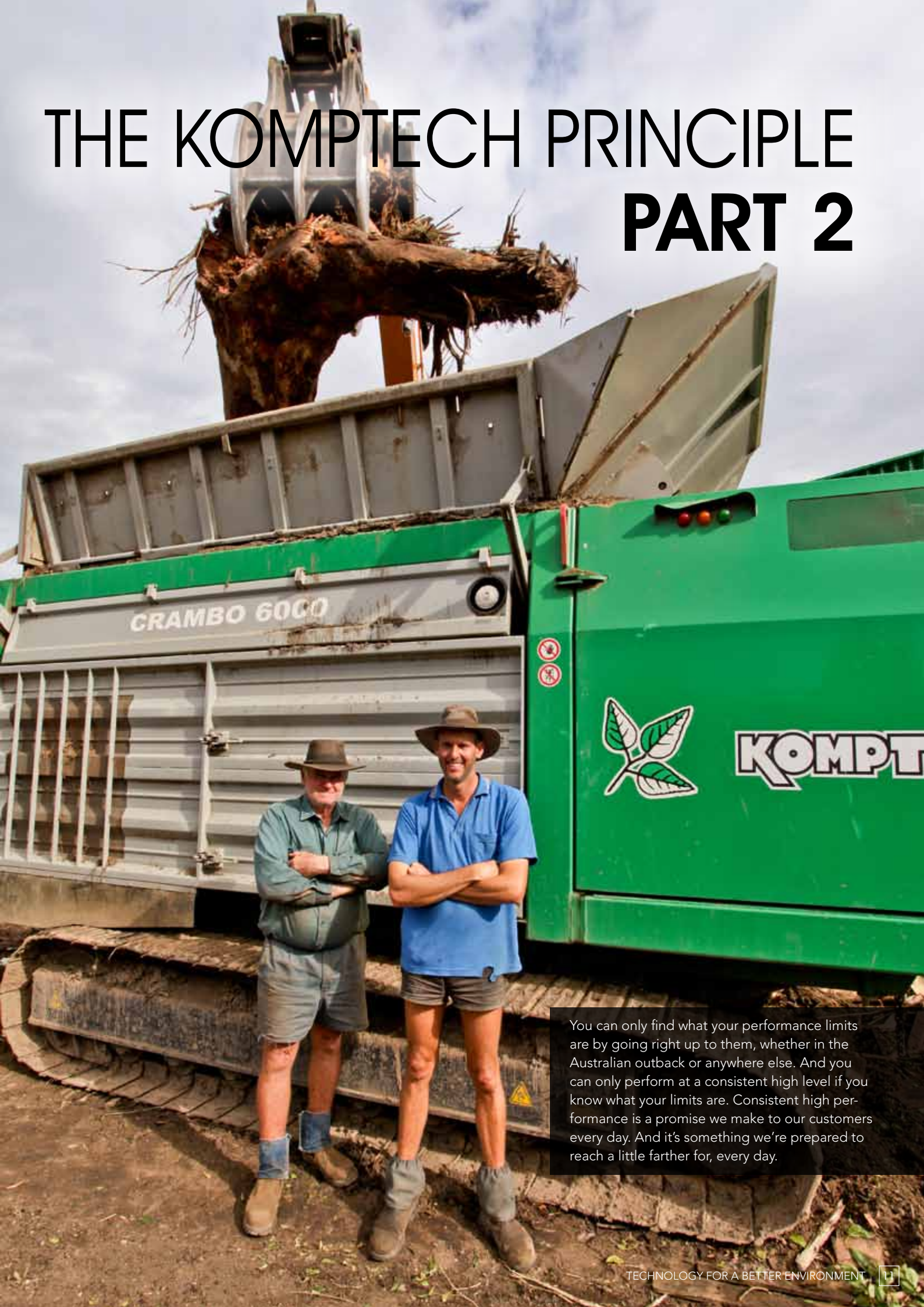
Of course, you don't get there by talking about it in workshops, or doing calculations on a computer. The cutting edge is out there in real life, where our customers face new challenges every day. So Komptech prototypes can be found in situations where "make or break" means just that.

For example, when our Crambo universal shredder met eucalyptus wood in the Australian Outback. Eucalyptus is much harder and tougher than any wood found in Europe, and is still used by Aborigines to make spearheads and arrowheads. It took many days of hard testing to understand how to make the Crambo ultimately overcome the stone-hard "ironbark" logs. The tooth we developed as a result of these tests is today part of the Crambo Heavy Duty Edition.

We could name many other examples - deployments in landslide areas, cleaning up after storms, on highway construction sites, at Indonesian dumps, or in Japan after the earthquake, tsunami and atomic disaster.

ACT ON IDEAS.  
**TEST LIMITS.**

# THE KOMPTTECH PRINCIPLE PART 2



CRAMBO 6000



KOMPT

You can only find what your performance limits are by going right up to them, whether in the Australian outback or anywhere else. And you can only perform at a consistent high level if you know what your limits are. Consistent high performance is a promise we make to our customers every day. And it's something we're prepared to reach a little farther for, every day.

“You can depend on them.” A sentence we at Komptech enjoy hearing. To make sure it happens as often as possible, every Komptech employee must accept responsibility.

High quality is the sum of well-executed details and the refusal to compromise on customer benefit.

“Made in Austria” has a positive ring in the world of technology. As a small country in the heart of Europe, we have some great inventors to thank for it. The first gasoline-powered car, the turbine, the ship’s propeller, the typewriter, the sewing machine, stainless steel and much more - Austrian inventors and technicians have contributed an amazing amount to the technology of daily life. This Austrian technological expertise can be found around our headquarters as well, with a world-class technical university, a mountainistic university that likewise leads the world in many areas, an environmental technology cluster that was named World’s Best Greentech Cluster in 2010, and environmental legislation that leads the world.

These “ambient conditions” don’t just create an unusual array of educational opportunities, they also have a direct impact on the way our employees approach their work. When it comes to product manufacture, we apply direct engineering skills. No shortcuts, no compromises, detail-oriented and one hundred percent practical.

Accepting responsibility is the first commandment. All of our efforts must be focused on fulfilling the Komptech promise - the most innovative technology for a better environment and the highest level of customer benefit for practical utility.

# BE RELIABLE.

# STAND UP TO DAILY USE.

# THE KOMPTECH PRINCIPLE

## PART 3



We promise our customers the highest precision and quality in everything we do. Komptech products and services have to meet these high standards in order to stand up to hard daily use and give our customers the market advantage they're looking for. They can depend on it.

# HELPING OUR CUSTOMERS SUCCEED...

Komptech customers are demanding. They don't just want the highest quality products, they also want everything from a single source. That's why Komptech has become a full-line vendor in waste treatment and biomass processing.

We now offer over 30 different types of machines in various performance classes, to cover all the essential process steps in waste treatment and biomass processing: shredding, screening, separating and composting.

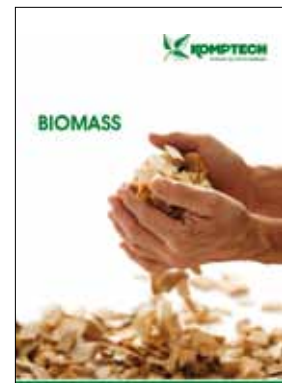
The essentially modular design of the individual component groups makes it easy to combine them to form entire systems and lines.

Accordingly, in addition to traditional mobile solutions, Komptech is also increasingly involved in stationary projects, up to and including large-scale systems.

## BIOMASS PROCESSING

Energy generation from renewable sources is the order of the day, to counteract negative environmental effects like the greenhouse effect and resulting climate change. One way to do this is to make better use of self-replenishing raw materials such as biomass. Komptech supplies machines for processing wood in all of

its many forms, from logs to forestry residue and municipal cuttings to old wood, all of which can be processed to provide energy or raw materials. Komptech offers products for shredding, chipping, screening to size, and separation to remove contraries of all kinds.



# WASTE TREATMENT

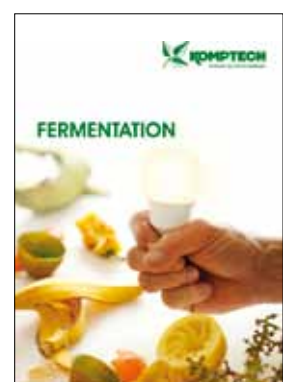
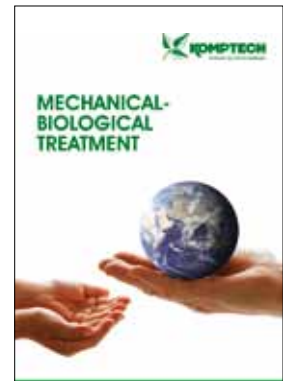
Komptech provides technical solutions for the very different stages of waste treatment development around the world.

Mechanical and biological treatment steps range from simple volume reduction to save landfill space, to waste separation into reusable and energy fractions, to sophisticated **mechanical-biological waste treatment plants** that use a combination of methods to take out usable fractions as well as reducing the volume and reactivity of the remaining non-recyclable waste.

In countries with more sophisticated waste treatment systems, high-energy fractions can be gained from commercial and production waste and processed into quality-controlled **replacement or secondary fuels** to replace fossil fuels in industrial furnaces, cement kilns and power plants. Generally this requires complex systems technology.

In countries where biodegradable waste is collected separately, it can be **composted** to create stable, nutrient-rich, plant-friendly humus and soil improvements. The better the machines used, the higher quality the product will have.

For some organic waste, **fermentation** is the best treatment method. Komptech supplies technology for this as well, so that energy-rich biogenic waste can be turned into renewable biogas for generating electricity and heat.



# WHAT MAKES KOMP

This is the story of some of the people who have helped make Komptech successful, and the institutions that make it possible. They are from all parts of the company, from in-house development and production to sales and service in direct customer contact.



This is Ewald Konrad (on the left in the photo) who has been with Komptech for over ten years, and is responsible for worldwide partner support. That means he helps make sure that our products are in use the world over, and that customers and partners are always up to date on what we provide.

This is Andreas Guminuk, who works in production at our Expertise Center in Oelde, Germany. He makes sure that our machines are produced on schedule and in perfect quality, so that we deliver on time and keep customers satisfied.



This is Kasuji Kosuge, head of our Japanese sales partner Ryokusan, which has represented us in Japan since 1996. He does good business, and so do the many Japanese users of our machines.



This is Todd Dunderdale (in the middle of the photo), Director of Sales of our US sales subsidiary. In addition to customer support, he is also helping to expand our US dealer network. The sales numbers of recent years speak volumes for his success.



## FOR EXAMPLE: THE KOMPTECH ACADEMY

The Komptech Academy was founded in 2007 as a training platform for customers, partners and employees. It helps us make sure that everyone who works with Komptech products is always up to date. It also gives us a look at what's coming up and helps us live in the future a little. In addition to individual training, the Academy offers prepared

programmes that partners and employees can use to stay at the forefront of developments. This is especially important for employees of Komptech and our partners who are in direct contact with customers in sales and service. Each year, the Academy offers almost 20 programmes in a range of languages, to ensure that information flows unimpeded.

# PTTECH SUCCESSFUL...

This is Manfred Harb (to the right in the photo), Komptech Group Service Manager. There is only one thing he cannot abide: When it takes longer than two hours to return a customer call. His motto for Komptech customer service is "simple - fast - efficient."

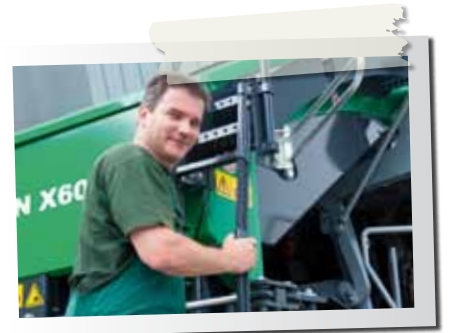


## FOR EXAMPLE: AFTER SALES-SERVICE

A global company like Komptech promises to be there for customers everywhere in the world. A network of service partners and own customer service staff ensure first-class customer service, from Siberia to Tierra del Fuego. Komptech customers can depend on it.

A company that claims top quality for its machines and its service has to provide the same for its replacement parts. That means high reliability, long service life, and excellent availability at a reasonable price. This is only possible with continuous improvement and further development of logistics. Another promise Komptech keeps.

This is Albert Brandtner, Service Technician at Komptech in Frohnleiten - and thereby around the world. Today Peru, next week Australia, the week after that France. He's always on the go, to make sure customers get the best possible service.



This is Wolfgang Jaritz, in charge of replacement parts service at the Expertise Center for shredding and composting technology. Every day, he and his team ensure that spare parts get to customers around the world as quickly as possible.

This is Mike Russo. He heads the Komptech replacement part centre in the USA - no small matter. 3000 miles and the Rocky Mountains lie between San Francisco and New York, along with many satisfied Komptech customers.



## FOR EXAMPLE: **RESEARCH & DEVELOPMENT**

Innovative products take investment in development. With an R&D spend of 7 to 8 percent of sales, Komptech leads the industry. In 2007 we

established the Komptech Research Center to give our development team a place to bring their ideas to life.



# KOMPTECH

FROHNLEITEN, AUSTRIA

## SALES COMPANIES

**Komptech  
Vertriebsgesellschaft  
Deutschland mbH**  
Beckum, Germany

**Komptech UK Ltd.**  
Kineton, Great Britain

**Komptech USA Inc.**  
Denver, USA

## RESEARCH & DEVELOPMENT

**Komptech  
Research Center**  
St. Michael, Austria

## COMPONENT MANUFACTURE

**Komptech okoljska  
tehnika d.o.o.**  
Ljutomer, Slovenia

## EXPERTISE CENTERS

**Komptech  
Umweltechnik GmbH**  
Frohnleiten, Austria

**Komptech Umwelttechnik  
Deutschland GmbH**  
Oelde, Germany

**Anlagenbau  
Günther GmbH**  
(external co-operation partner)  
Wartenberg, Germany

# OUR ORGANISATION

The Komptech Group has a decentralized company structure. Our headquarters in Frohnleiten is home to Executive Management and Sales, which provides support to our worldwide trade partners. Germany and Great Britain are served by our own sales companies, as is our dealer network in North America through Komptech USA.

Products are manufactured at Expertise Centers in Frohnleiten (Austria) and Oelde and Wartenberg (Germany). Each Center is responsible not just for production, but also for research and development for its product area. They are backed up by a company Research Center in Austria and a Slovenian subsidiary that manufactures labour-intensive components.

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If you don't see your partner in this list, contact our central Sales team at headquarters: Komptech GmbH, Ewald Konrad, tel. +43 3126 505 510, e-mail e.konrad@komptech.com

# The world is getting greener.



Nicer chipping:  
The Chipco



Timeless beauty:  
The Topturn



Drum-roll:  
The Cribus



The universal genius:  
The Crambo



Provides for fresh wind:  
The Hurrikan



A real bigmouth:  
The Axtor



Screening with a star:  
The Multistar



A classic:  
The Mustang



Incredibly tough:  
The Terminator

Of course we're not the only people helping to make the world a greener place. But we're still awfully proud of our solutions for handling waste and biomass!

