

October 2016

## HIGHLIGHTS

We are pleased to send you the new issue of our newsletter. In this month's edition, you will find the following topics:

- Great success during our first Glasstec;
- Launch of EVERLAM™ QUIET, our new acoustic offering;
- Upgrade of our website;
- New Sales and Product Development Manager for German-speaking countries: Ulrich Kückelmann;
- Positive outcome from our latest ISO 9001 surveillance audit;
- New step towards seamless customer service with SAP S/4HANA

You are receiving this newsletter as a valued customer of EVERLAM.

Should you wish not to receive it any longer or if you have any comment about it, please send us an email at

[info@everlam.com](mailto:info@everlam.com)

## EVERLAM shows its full colors at GLASSTEC 2016

Glasstec 2016 is now over and what a week that was! We would like to say a big thank you to our visitors who came from all over the world – from Europe, Middle East, Africa, North America, South America, Australia, China and Japan.

Our team was fully ready to welcome them, answer their questions and promote EVERLAM's services and range of products: EVERLAM™ CLEAR, EVERLAM™ WHITE, EVERLAM™ COLORED PVB interlayer and our latest EVERLAM™ QUIET.

The EVERLAM stand had put on its brightest colors to showcase our capabilities and products.



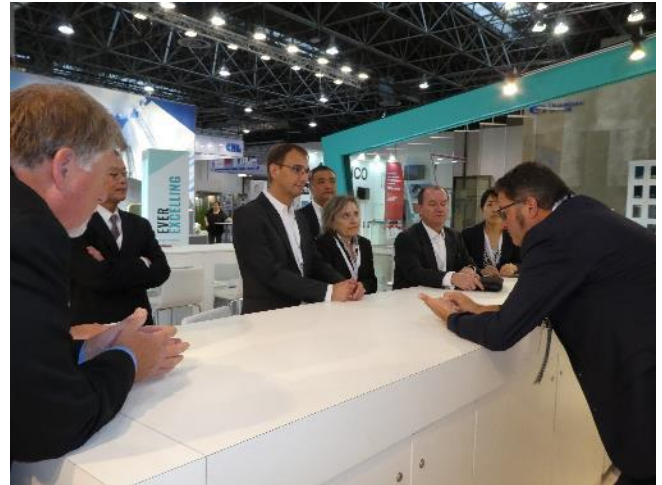
# NEWSLETTER

During Glasstec, we organized for some of our customers from far away to visit our production plant in Hamm-Uentrop. Some of them shared how impressed they were by the strict processes in place, enforced by Dieter Hülsmann, EVERLAM's plant manager, and his team, to ensure the highest quality standards are respected and the best-in-class products always delivered.

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*"I am really impressed with the EVERLAM teamwork to achieve continuous improvement in quality and safety through everyone's efforts and programs in place, such as the Suggestion Sheet, Maintenance Request Memo, cross-trained resource/team and 5S discipline. Above all, the close personal communication between Dieter, the plant director, and the individual operators observed many times during the plant tour is what we need to learn from EVERLAM. I have never had this positive and moving impression from any other PVB suppliers." – Mr. M. Inamura, Director, Sanshiba Shozai Co., Ltd.*

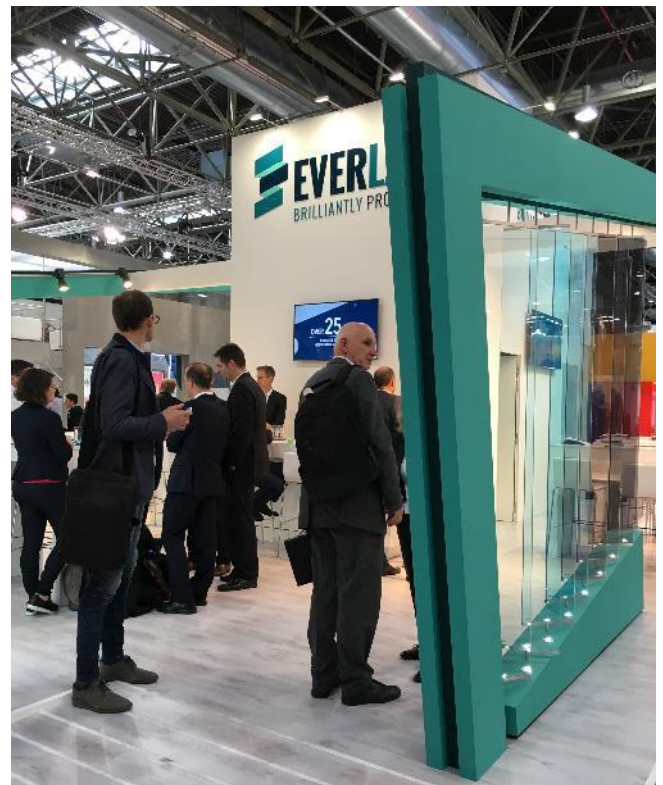
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Each morning at Glasstec, the EVERLAM team started the day with a briefing session led by CEO Harald Hammer.



The EVERLAM team at Glasstec.



Customers attracted by the display of the range of EVERLAM colored products and the company's capabilities to produce color gradations.



Over the four days that the fair lasted we received many visitors – current customers, prospective customers, other manufacturers and press representatives.

A selection of our customer's comments, overall very positive:

*"... people were very happy to see Everlam teamwork as a small organization that doesn't "smell" of any bureaucratic attitude ..."*

*"... nice stand, right size: not too small, not too big ..."*

*"... we were told to come by Everlam's booth, they said you guys really know what you are doing and we should talk to you ..."*

*"... Everlam is a serious competitor and a serious partner supplier ..."*

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*"Glasstec was a real success for EVERLAM. The positive feedback we received from our customers confirms our strategy to provide a growing range of products of consistent quality, backed by superior technical expertise and excellent customer service."*

*– Harald Hammer, CEO EVERLAM*

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## EVERLAM INTRODUCES EVERLAM™ QUIET

At Glasstec, we presented for the first time EVERLAM™ QUIET, our new state-of-the-art acoustic PVB offering for the laminated architectural glass market. It is an acoustic solution combining a high-performance product with the superior level of technical expertise and customer service that is the company's trademark.



*Click on the image above to download our EVERLAM™ QUIET product fact sheet*

Recommended in any environment where noise is a disturbance and a cause of stress (busy roads, airports and train stations, noisy production or entertainment sites, crowded areas or offices), laminated glass using EVERLAM™ QUIET PVB interlayer applies to glass window panes, glass facades and interior glazing where acoustic significantly reduces noise pollution.

## EVERLAM™ QUIET IN A NUTSHELL

- A three-layer PVB that can be laminated in single or multiple glass configurations;
- Brings extra sound insulation and comfort to building occupants while minimizing the weight of the glass structure;
- Provides safety, security and UV protection;
- Ensures optimum processability on laminators' lines;
- Produced according to the EVERLAM standards of absolute quality and consistency;
- Backed by EVERLAM's outstanding technical support and expertise;
- Benefits from our customer service excellence – quick response time, on-time product delivery, problem-solving, proactive and collaborative attitude.



EVERLAM™ QUIET is a significant step to complete our portfolio of EVERLAM™ CLEAR, EVERLAM™ WHITE and EVERLAM™ COLORED PVB interlayer. It demonstrates our innovative spirit, proactivity and capacity to bring value-added solutions to its customers to help them grow their business.

*For more information on EVERLAM™ QUIET, call our dedicated hotline number +32 (0) 15 48 08 09 or your sales representative.*

## UPGRADE OF OUR WEBSITE

We have upgraded our website to make it more user friendly for our visitors. It has our complete set of documentation for you to refer to and download:



- Our [new video](#) gives a flavour of who we are. It is also available on YouTube;
- Our [corporate brochure](#) in English, German, Spanish and Portuguese;
- Our [product fact sheet](#) in multiple languages: English, German, French, Spanish, Italian, Portuguese, Turkish, Japanese;
- Our [products page](#) now shows clearly the range of our colour portfolio.

We hope you enjoy it. Please provide us your feedback so we can improve it further to serve you better.

## NEW SALES AND PRODUCT DEVELOPMENT MANAGER FOR GERMAN-SPEAKING COUNTRIES

As of September 1, 2016, Ulrich Kückelmann joined the EVERLAM team as Sales and Product Development Manager. A chemist by training, Ulrich Kückelmann has a very solid experience in Research & Development as well as Sales & Marketing, at European and global levels, acquired in former positions in leading specialty chemical companies.

As a Sales Manager, Ulrich Kückelmann will be responsible for sales with customers in Germany, Switzerland and Austria and developing new business opportunities. As a Product Development Manager, he will lead the new product development effort with the support of a multi-functional team.

Harald Hammer, EVERLAM CEO commented: “We are delighted to welcome Ulrich at EVERLAM. His background and experience will be a great additional asset to the company as we are growing fast on the laminated architectural market. We look forward to having him as part of the team at Glasstec later this month.”



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*“I am excited at the prospect of contributing to the development of EVERLAM. This dynamic, innovative company has a drive to be best-in-class in the industry and the capability to serve its customers with superior products and services.*

*This fits in totally with my approach to business.”*

*– Ulrich Kückelmann, Sales and Product Development Manager, EVERLAM*

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## POSITIVE OUTCOME FOR OUR LATEST ISO 9001 SURVEILLANCE AUDIT

EVERLAM was recently audited for ISO 9001 compliance and we are proud to inform our customers that the outcome was very positive. Here are some of our strengths, as identified by the auditor:

- AEM analysis;
- Training effort for employees;
- Organization and equipment of our laboratories in Mechelen and in Hamm-Uentrop;
- Supplier assessment method.

We are proud of this outcome as it shows our relentless effort to provide the best services to our customers.

## NEW STEP TOWARDS SEAMLESS CUSTOMER SERVICE WITH SAP S/4HANA

On 24 September, we successfully achieved our migration to the new SAP HANA platform and SAP S/4HANA Enterprise Management (EM) suite, a next generation integrated Enterprise Resource Planning (ERP) system. This new suite will allow EVERLAM to elaborate digital processes in real time, at every stage of the company's activities – from planning, execution and forecasting to simulation and analysis.



EVERLAM's rapid worldwide expansion dictated a new IT approach and we are confident that our new platform – a first in Belgium – will help us improve our sales, logistics, finance and reporting operations, be more efficient when interacting with customers on a day-to-day basis and prepare for future developments.

Marc Goyvaerts, Managing Director EVERLAM commented:

“The decision to implement SAP S/4HANA, supports perfectly our vision to focus on providing high quality products and services in support of our customers. The functionalities offered by the platform will allow us to respond faster and act to changing market trends and allow us to even improve our already superior service to our customers. We are taking an important step to accelerate the growth strategy of the company.”



Customers were informed all along the process but if there are more questions, please contact **Els Van Denstorne: +32 15 480 979.**