

Products

Solutions

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## Burlington Customer Experience Centre

### Company and Investment Overview

Anthony Varga  
President and CEO

Eliza Vrbanac  
QBE / Project Manager



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## Milestones

- 1953** L Hauser KG is founded in Lörrach, Germany, on 1 February 1953
- 1957** The young company takes the name Endress+Hauser and sales > 1 million DM
- 1990** Canadian operations established (first Burlington Location)
- 2004** Phase 1 of 1075 Sutton constructed (15,000 sf)
- 2013** The company celebrates its 60th anniversary and headcount exceeds 12,000 associates
- 2014** Phase 2 of 1075 Sutton constructed ( + 12,000 sf )
- 2014** Net sales cross the two billion Swiss francs mark and 13,000 associates
- 2018** New 28,000 sf facility approved in Canada / 145 employees / 85 in Burlington / planned to 120

*Our corporate/family commitment is to provide good, fulfilling and sustainable employment for the next 100 years and our company will remain a private family company forever.*



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## Why this facility is an essential part of our continued growth and success

### Brand / Competitors

- E+H Canada has an estimated 12% market share that is challenged continually from lower tier competitors
- Competitors are expanding physical footprint in Canada with customer oriented facilities
- The market is demanding manufacturers to take on more scope such as recurrent operator training in water/wastewater facilities

### Employee Retention

- Fourth build/expansion in Burlington
- With a historic 3% unemployment rate and a workforce that is getting younger, employees are seeking more work-life 'integration' part of which is exceptional working facilities
- Brighter workspaces with recreational areas improve morale and collaboration
- Employees are looking for a 'Google' experience in office environments ( coffee bars and climbing walls ).

### Serving Our Customers

- New PTU in Edmonton differentiates us in the market and we have no ability to add in Burlington.
- One customer training room is at the back of the building on the 2<sup>nd</sup> floor accessible via a narrow stairwell
- Limited parking places and meeting rooms inhibit customer centric activities
- A customer centric experience is needed in our biggest market including cafe, auditorium and interactive demos.

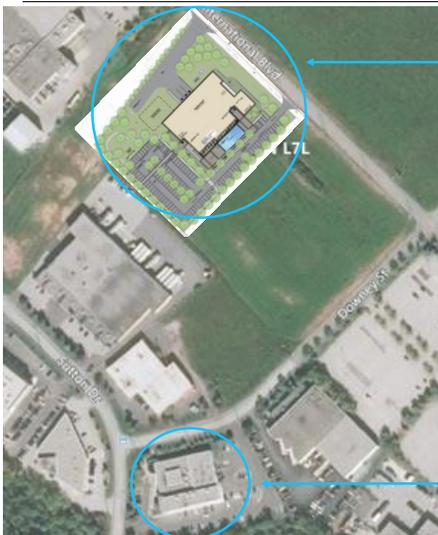
### Business Development

- The Canadian business has experienced consistent solid growth for almost two decades with setbacks only when the energy market has weakened or collapsed.
- With an estimated 12% market share, we have tremendous opportunity for continued future growth especially with our enhanced channel partnerships aligned with Rockwell Automation channels.

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## Land Procurement Complete - zero impact to Employees



New location

- New site is located within 400 meters of current facility
- Maintained current good connections with major transportation routes, public transport and airports
- Large enough for construction of a 4,357 m<sup>2</sup> with ample exterior parking, green space and room for some expansion.
- Secured land in an environment of rapidly rising land prices and diminishing availability

Current location

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## New Building Features

- Initial construction surface: 48,000 sqft
- Potential to expand to 55,000 sqft in the future
- Ample parking for customers, visitors and associates
- Energy efficient construction with maximum glass exposure and key E+H design elements
- Open concept to enable cross functional collaboration.
- Offices, multiple flexible meeting rooms, project staging area, auditorium, demo room, PTU, board room, video conference, cafe, fitness, prayer room and relaxation facilities.
- Maximum energy efficiency monitored by E+H energy monitoring solutions
- Open spaces for communication between associates, better processes interphases.
- A show piece for E+H Canada for customers, partners and employees that is best in class
- To be designed and certified to LEED GOLD level / Net Zero Energy and Net Zero Carbon (may be first in Canada)
- Workshop space to accommodate E+H, Kaiser Optical, SpectraSensors and Analytik-Jena repairs
- A 'future proof' facility built to a level that exceeds anticipated future environmental legislation / tariffs

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## Site Overview – low profile high tech design with reflection pool

High Tech and clean lines with upper terrace for outdoor working or events



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## Process Training Unit – Community / Customer Training Centre



Built in conjunction with other industry partners such as Rockwell Automation and Samson Controls (Gerrie Electric) to provide a differentiating technology and application demonstration pilot plant helping customers and associates upskill, train and renew Industry certifications such as water plant operations

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## High Resolution View – Main Lobby and Waiting Area



### COMMENTS

- Large open foyer and lobby with waiting area and L shaped reception area
- Lobby opens into showroom and rear wall of showroom is glass with full view into Calibration Lab and flow rig
- Exterior design art gift from Mr. Klaus Endress will be relocated from current building to new location



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## High Resolution View - Main Street Atrium



### COMMENTS

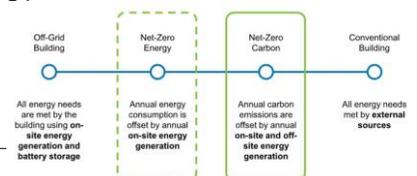
- Glass, steel and stone dominate the main street atrium that runs the length of the building and is open to the second floor roof
- Acoustic isolation materials and strategically placed walls minimize sound transfer
- Feature staircase provides primary access to the second floor and bridges provide access between the North and South communities on the upper level
- Upper level is designed with three communities that encourage employees to work as they wish and to locate in any community they are actively working with

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## Why we should make the investment in Net Zero

- Achieve LEED Gold + Net Zero Energy + Net Zero Carbon
  - ✓ Better quality building (Edmonton building was 280 kWh/m<sup>2</sup> (energy use intensity) vs. the proposed Burlington facility will be 73.6 kWh/m<sup>2</sup> - that's ¼ of the energy intensity)
  - ✓ "Future proofing" against current and future legislation (Carbon tax, cap trade, reducing green house gases, climate change initiatives)
    - ✓ Canada has committed to reducing carbon by 30% by 2030
    - ✓ On municipal level, Toronto passed legislation that all new public buildings will be designed to Net Zero standards
    - ✓ The city of Hamilton and Burlington recently passed legislation that both municipalities have climate change emergency and further legislative changes are being explored
  - ✓ Eliminates energy consumption / operating costs
  - ✓ Potential for innovation in sensors / monitoring / demonstrating building performance data as educational tool
  - ✓ Early adaptor – attract business & talent



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**Thank You**

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