



Our customer promise.

Performance at its best.



About us.

**FLIGHT  
CHICAGO - LONDON**



**SAM LÜBECKER.  
NICE TO MEET YOU.**

**IT'S A PLEASURE TO  
MEET YOU. I'M  
DANIEL WATTS.**

**I VISITED THE PACKAGING  
SHOW IN CHICAGO. I'M A  
BUYER FOR A PACKAGING  
TRADER.**

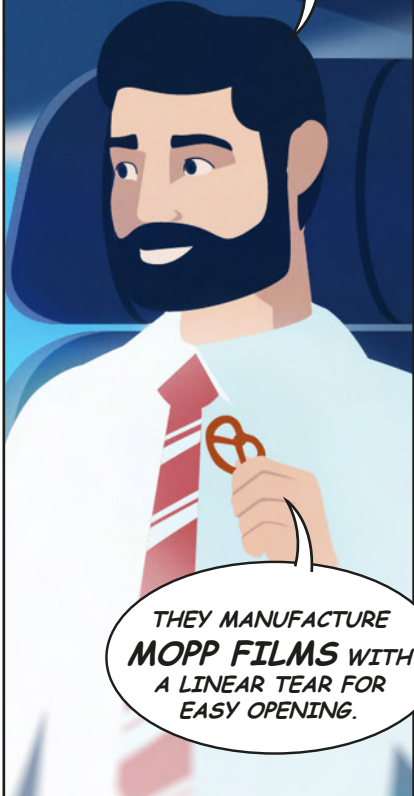
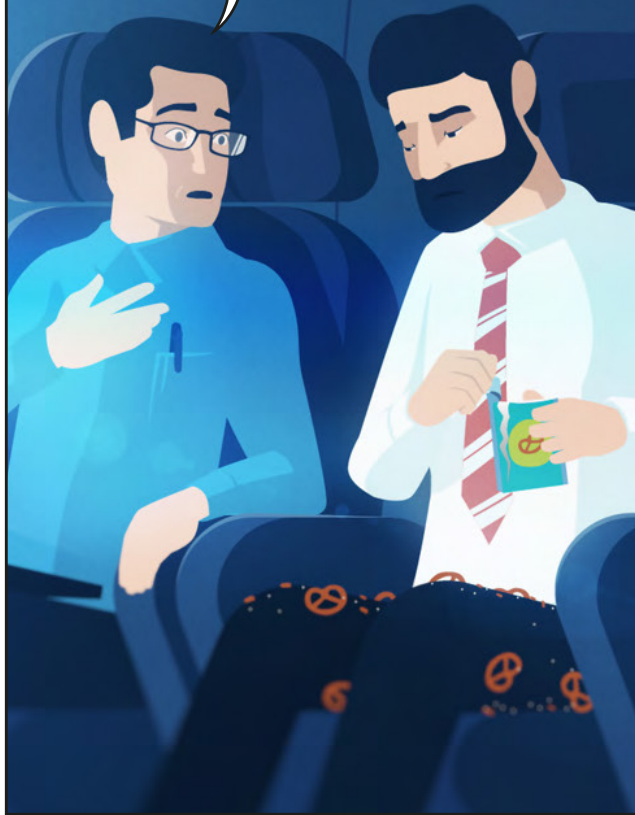
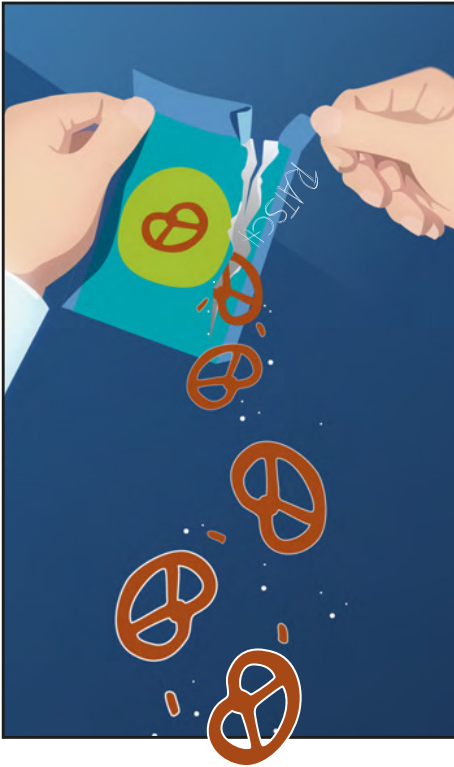
**PRETZEL?**

**SURE. THANKS.**

**WE SELL SNACKS  
LIKE THESE  
PRETZELS.**



OH, THAT'S TOO BAD!  
THAT HAPPENS WITH  
THESE BAGS BUT CUSTOMERS  
EXPECT GOOD USABILITY  
WITH PACKAGING.



THAT HAPPENS ALL TOO  
OFTEN, BUT IT SHOULDN'T.  
WE WORK WITH THE  
FILM MANUFACTURER  
**NOWOFOL.**

THEY MANUFACTURE  
**MOPP FILMS** WITH  
A LINEAR TEAR FOR  
EASY OPENING.

WE ARE ALWAYS LOOKING FOR IMPROVED PACKAGING DESIGN. HANDLING, LOW WEIGHT, SIMPLE RECYCLING...SOUNDS, LIKE WE WANT TOO MUCH, RIGHT?

NO, IT MAKES SENSE. THAT'S WHY WE WORK TOGETHER WITH NOWOFOL. THEY LISTEN TO ME AND DEVELOP FILM SOLUTIONS, WITH ALL THE FEATURES THAT WE NEED FOR A USER-FRIENDLY PACKAGING.



HANDLING




WEIGHT



RECYCLING



ENJOY  
YOUR MEAL!



MY MAIN CONCERN AT THE  
MOMENT IS THE ISSUE OF  
RECYCLABILITY. THE PRESSURE  
FROM CONSUMERS AND FROM  
BUSINESS IS INCREASING.  
SENSIBLE, PROPER USE OF PLASTIC,  
AND INDIVIDUAL SOLUTIONS ARE  
IN DEMAND.

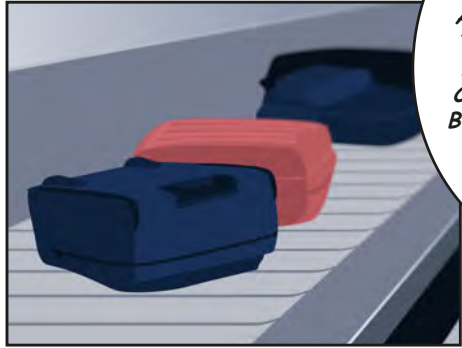


YES, QUICK SOLUTIONS  
ARE NEEDED! WE ARE  
VERY IMPRESSED WITH  
THE SOLUTIONS OF OUR  
PARTNER, NOWOFOL.  
**100% RECYCLABLE**

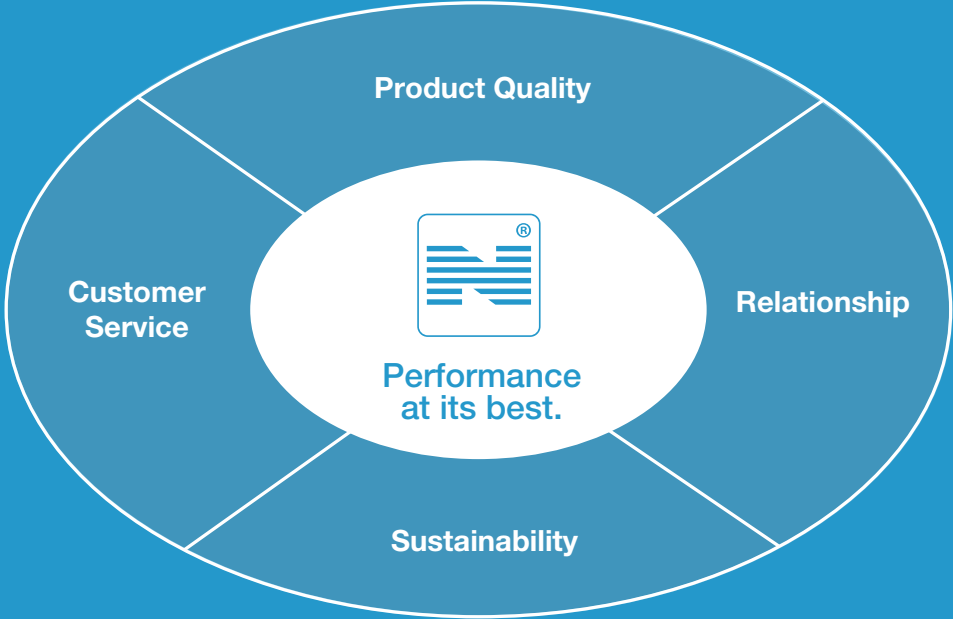
*BAGGAGE CLAIM AREA  
LONDON HEATHROW*



*WHAT YOU TOLD  
ME TODAY SOUNDS  
ALMOST TOO GOOD  
TO BE TRUE. BUT I  
NEED NOT ONLY A  
CREATIVE PARTNER,  
BUT A RELIABLE ONE  
WHO CAN HELP ME  
WHEN I NEED IT.*



*MY CONTACT PERSON  
THERE HAS BEEN WITH ME  
FOR YEARS. SHE KNOWS  
WHAT COUNTS FOR ME.  
BESIDES ADHERENCE TO  
DELIVERY DATES,  
**NOWOFOL** ALSO  
OFFERS US SPONTANEOUS  
HELP AND DELIVERIES. THE  
MIX OF QUALITY AND  
CUSTOMER ORIENTATION  
IS JUST RIGHT.*





# The NOWOFOL promise – a premium brand.

**Performance at its best** – this guiding principle, which has inspired NOWOFOL since its foundation, is the driving force behind our brand. The best performance in all areas has been a priority for our company for almost 50 years and is the compass for the employees of NOWOFOL. It's what our demanding customers from different branches of industry appreciate about us.

We keep our performance promises daily through innovation, customer orientation and passion for our product. These strengths, combined with continual development in partnership with our customers, have made us a world market leader for specific film solutions.

We promise high standards in these four performance areas, which we know are key for our customers.

# Product quality.

NOWOFOL's customers are international industrial companies for whom consistently high quality and reliable logistics are essential. Our films are used in both production processes and packaging solutions, thus providing a direct influence on the production process as well as on the quality of the end products. Strong awareness of quality and reliable delivery are the foundation of our success.

**CONSISTENTLY HIGH  
QUALITY IS EXACTLY WHAT  
WE NEED FOR OUR OWN  
PRODUCTION PROCESS.**



How we offer our customers  
the best product quality:

## Consistency

Our complaint rate is 0.1 percent. We guarantee our customers films with consistently top characteristics in order to enable smooth processes and continuity in the production of the end products that they manufacture. With certified quality management according to ISO 9001, we ensure this quality standard.

## Innovation

We continuously develop and manufacture new film solutions for and with our customers, in close co-operation with them. Our films are designed for use in highly individualized production processes and are exactly matched to those requirements. This is how customized solutions and unique selling points are created for our customers.

## Competence

The high quality of our stretched films is guaranteed by the wealth of experience within our team. Our in-house plant construction and the continuous optimization of our production facilities ensure our technical lead. With about 50 years of experience in the longitudinal orientation of films, NOWOFOL is a highly competent partner for special film solutions.



Highest  
NOWOFOL  
quality means  
thousands of  
long-term satis-  
fied customers.





# Service.

The provision of comprehensive services throughout the customer journey is an essential part of our service offering. We deliver more than just film.

The following parameters determine our service quality

## **Security of supply**

Reliable delivery means constant product quality and physical delivery capability. For our customers, this is indispensable for smooth production processes and therefore, an important reason to partner with the film experts of NOWOFOL. With a wealth of experience in project planning, precise control of our production processes as well as efficient logistics, we deliver.

## **Flexibility**

We work quickly and flexibly to meet our customers' requirements. This involves our entire range of services - from production to the implementation of logistics and packaging solutions. When our customers have urgent orders, problems with their own manufacturing process or special delivery requirements, we help.

## **Empathy**

By empathy, we mean - our employees' ability to understand the problems and requirements of our worldwide customers and contacts. We listen to them carefully and work out the best possible solution together with them. We support our customers in improving their competitive position. This is our understanding of how we work with our customers and how we design the NOWOFOL customer experience.

# Sustainability.

NOWOFOL is committed to sustainability with the deepest conviction. To this end, we take responsible action for long-term economic success in harmony with the environment and society. Our goal is to achieve a balance in our business processes by combining economic objectives with ecological and social requirements. This is the only way we can be profitable in the long term and at the same time, contribute to preserving the natural resources of future generations.

NOWOFOL is a climate-neutral company. We have offset unavoidable emissions with high-quality CO<sup>2</sup> reduction certificates/climate protection certificates.



## Our contribution to sustainability:

### **Innovative Products**

We develop durable and recyclable films and films made from renewable raw materials.

### **Production processes**

We are committed to energy efficiency and are therefore certified as an ISO 50001 company. We use energy from our own photovoltaic system, heat generated from our own production processes, and we process our scrap to recycled material.

### **Environmental protection measures**

For the prevention, reduction and recycling of waste and for the prevention and reduction of environmental pollution, we strictly adhere to environmental management guidelines according to ISO 14001.

# Partnership.

NOWOFOL cultivates long-standing and trusting partnerships with its customers and suppliers.

Our exceptional customer relations are the result of reliability, customer satisfaction and mutual appreciation. We see ourselves as a strong partner, tackling new challenges together and helping our customers succeed.

## Pillars of our customer relationships:

### Reliability

NOWOFOL is a reliable and stable partner for its customers - economically solid and with a great wealth of experience in film manufacturing. As a down-to-earth and self-determined company, we deal with our customers' orders in a responsible and attentive manner. Ensuring the highest quality and delivery capability is not just an empty promise for us.

### Customer satisfaction

The satisfaction of our customers is our highest priority. With our guiding principle Performance at its best, we not only meet customers' expectations but we also strive to exceed them.

### Appreciation

The close relationship to our clients is the basis for the satisfaction of our customers. In the many years of cooperation with our customers, we have established stable, trusting, and equal partnerships. Our customers appreciate the personal contact and open communication.

[www.nowofol.com](http://www.nowofol.com)



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