

# MELITTA BUSINESS SERVICE CENTER

*The Melitta Business Service Center pools tasks and services at Group level. In addition to shaping the operational HR and accounting processes, these tasks include strategic purchasing, business process management, and IT. The aim is to simplify, standardize, and align the Group's processes and systems in order to enhance flexibility and efficiency while also establishing the prerequisites for Group-wide digitalization with high security standards.*

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**HEADQUARTERS** Minden, Germany

**MANAGING DIRECTORS** Stefanie Bohnhorst, Michael Felix

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## OUR POSITIONING

As a partner to the operating and corporate divisions, the Melitta Business Service Center aims to create added value and exploit synergies, thus making a decisive contribution to the Melitta Group's future viability and diversity. It focuses on creating transparency regarding the Group's various processes, requirements, and systems, as well as standardizing and automating them. The Melitta Business Service Center is expected to make a contribution to cost optimization and the implementation of the Group's sustainability goals, while at the same time providing expert advice and innovative ideas.

## OUTLOOK 2024

There are a number of projects scheduled for 2024 that will once again make a significant contribution to the further development of the Melitta Group. These include participation in the ONE and HoRizon programs and the roll-out of a new cloud-based telephony solution. The ongoing modernization of the IT infrastructure and the integration of cybersecurity measures are also on the agenda. Challenges such as supply chain and cost management, new compliance requirements, and the recruitment of skilled employees will be addressed jointly and in close cooperation with the operating divisions.

## DEVELOPMENT OF BUSINESS IN 2023

In the fiscal year 2023, the Melitta Business Service Center once again implemented numerous projects and supported the operating and corporate divisions of the Melitta Group with various initiatives. These included the roll-out of a cloud-based platform for operational and strategic HR processes, the implementation of various IT security projects, and extensive preparations for the transition to the international accounting standard IFRS. Other significant projects included the introduction of service- and transaction-based cost allocation. Moreover, the fiscal year was dominated by various measures for the strategic realignment of the Melitta Business Service Center.