

## GROWING A BUSINESS: A GLOBAL SUPPLIER LOOKS BACK

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What it takes to grow a successful business has been debated since business began. Considering Con-Tech's growth over almost 40 years, certain clear lessons on what we have learned come to mind.

### BEING COMMITTED TO EXCELLENCE AND LOVING WHAT YOU DO



There can be no successful pursuit without a strong commitment to excellence and loving what you do. Con-Tech's founder Robert G. Evans Jr. said, "Life is too short not to do what you love." He loved what he did and the people with whom he worked. As a result of this, Con-Tech met the highest standards, developing a strong corporate culture committed to excellence in products and service.

We have continued our founder's standards through a corporate culture with policies and practices aimed at excellence. And we have used careful employee selection and development of those who love what they do and share our vision.



### HAVING EXPERIENCE, VISION AND LEADERSHIP

Experience, vision and leadership distinguish the merely good from the great. The experience, vision and leadership of Con-Tech's founder were vital to Con-Tech's emergence as a leading global parts supplier.

After three generations in the drum business, the family had a world of experience in the needs of the drum industry and the many customers it served. Rob put that knowledge to work at Con-Tech beginning by selling steel, closures and innumerable accessories to the drum industry, still a vital part of what we do.

But experience of "what is" is insufficient unless it is coupled with a vision of "what could be". Rob watched the developing international marketplace and brought new suppliers and products to a wide variety of industries back home.

Today, Con-Tech customers make everything from industrial containers, hand sanitizers and perfume to nail polish. As a result, from packaging for perfumes, cleaning products, laundry and personal care items, oral care, and chewing gum, to chemicals and vaccines, Con-Tech touches many lives.

Our standard and custom parts also are everywhere. You can find our parts on everything from snow blowers, boats, and tanks to industrial staircases and IBCs. We offer custom manufacturing capabilities so our customers do not have to divert limited resources away from their core products.

Con-Tech secures each customer's manufacturing needs and product specifications and conveys them to the right manufacturer, which handles them with materials tested to meet industry standards. This allows Con-Tech's manufacturing partners to consistently deliver a wide range of parts that produced to meet challenging requirements.



In addition, company, community and industry leadership also were important to our founder. And the next generation of leadership is equally devoted to Con-Tech's mission. We participate on a global scale both to keep up with all that is current in the industries we serve and to give back to the communities that are so important to us.

## EVALUATING OPPORTUNITIES



No company can be successful without constantly evaluating what it does and how it does it. Con-Tech continues to work on its strategic plan, evaluating new opportunities and paths towards taking advantage of them.

For example, the global agricultural and farm equipment industry will grow to over \$300 billion before the end of the decade. Con-Tech now services the largest manufacturer of farm gates and animal management equipment in North America.

Likewise, Con-Tech is participating in the global growth of the food packaging industry expected to grow to almost \$500 billion by the end of the decade. Con-Tech now provides beer keg necks and accessories to breweries throughout the world and provides sanitary pumps used in the highly regulated food area.

Finally, global pharmaceutical packaging market is expected to grow at an annual rate of almost 10% in the next decade. Con-Tech is pleased to contribute everything from closures on

drums shipping Covid 19 vaccine to the flavorings and oils the industry uses, as well as sanitary container parts used for dry pharmaceutical packaging.

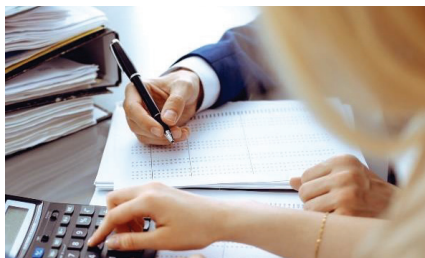
## **KEEPING SYSTEMS CURRENT**

We are always looking to the best practices and innovations to help us deliver on our core mission. This involves looking both externally and internally.



We continue to improve our marketing by taking advantage of the many new paths to business the world of technology presents. More customers are finding Con-Tech online than ever before. Our website is constantly evolving with new videos, articles and information. We blog, have our social channels, participate in multiple media platforms and are constantly connecting and reconnecting with customers.

Internally, the accounting functions have also benefited from the wonders of technology. We have automated invoicing, payroll and bill payment along with other accounting functions. And, inevitable changes in hardware, software and updated training are always key to successful launches.



## **EXERCISING STRONG FINANCIAL MANAGEMENT**

Any organization must implement strong financial management to succeed and provide value to its customers. The better the systems are, the better a company can deliver on its core mission.

At Con-Tech we exercise strong financial management through setting our goals high and using a dynamic process involving billing, collections, pricing and their applicable cycles. Keeping our processes oriented to our core commitment to providing excellent service and value to our customers keeps all of us motivated.

## **INVESTING IN PEOPLE**

The dedication of our many long term and new employees and suppliers to providing quality products and service, coupled with the loyalty of our customers, are clearly the core elements of our success. Without them, there would be no company. For this we are eternally grateful.