



„This needs mending": Jakob (right) and Hendrik van Straelen together with maintenance manager Ralf Georg on the roof of production hall 3. In the back, in red bricks, one can see the Peters administration building and the spire of the Provost Church. Photos: Axel Küppers

## Reliability of Supply: Service Providers Always Ready to Assist

Kempen, December 1st, 2022 – „Shortage of skilled workers and bottlenecks in materials procurement are causing problems for many of our service providers. But thanks to the consciously applied loyalty of our *purveyors*, we can be sure of quick help in the event of an emergency," says Ralf Schwartz, looking back on difficult months in this respect. This is particularly true for a manufacturer of the chemical industry with about 160 employees. "The more severe the consequences, the more pleased we were to find that we can fully rely on our external service companies such as electricians, roofers or plant mechanics for sanitary and heating systems," says the CEO.

"They really have done an outstanding job," Ralf Georg also emphasises. The Peters maintenance manager cooperates with more than 20 trades. The craftsmen, technicians and experts ensure that everything runs smoothly on the 40,000 square metre factory premises at Hooghe Weg 13 in the Kempen business park "Am Selder". For the global player and full-range supplier of coating materials for high-tech electronics and its factories and associated laboratories, a trouble-free production is essential. "As banal as it may sound: When rains is coming through the roof, the fun is over, and all alarms go off," says the 43-year-old industrial mechanic, who has been in charge of machines and buildings maintenance at Peters since 2017.

### *Storm damage calls for roofers*

Such an event came about in autumn 2021: A storm swept across the Lower Rhine at the weekend and literally tore off the roof of production hall 2 in a turbulent night from Sunday to Monday. "The roofers arrived quickly on Monday morning and repaired everything at record speed," reports Ralf Georg. This way, the assigned shift was able to work through, so that Peters did not suffer any damage, and customers could be served in time.



"This roof of production hall 2 flew off in 2021 and had to be repaired at storm speed. Hendrik van Straelen points to the cover. Today, the master roofer can smile about this with his father.

„Things were really looking grim“, master roofer Jakob van Straelen recalls, director of the roofing company bearing his name. Founded 114 years ago in Kempen and now run by the third family generation, this company is probably the most important trade division for a broad-based company like Peters, along with electrical and plumbing services. At Hooghe Weg 10, van Straelen and his 15 employees make sure that 20,000 square metres of roof are and will be in good condition. The business relationship with van Straelen was established by Peters founder Werner Peters around half a century ago. "Out of good neighbourliness," emphasises 67-year-old senior Jakob van Straelen.

His son Hendrik, also a master roofer, still vividly remembers the storm that threatened production hall 2 in 2021. "The roof was lifted off, the sealing flew off - no easy repair job under severe conditions and time pressure," says the junior manager. "Luckily we have short distances, as our company is diagonally opposite," says the 25-year-old.

### ***Maintenance and advice are part of it***

The support to Peters not only includes such emergencies, but also regular maintenance work and advice. "In production hall 3, for example, we recently installed a new foil for reasons of safety," Jakob van Straelen reports. Advice is indispensable these days, he says, because the legislator attaches great importance to climate-friendliness, environmentally friendly materials and a sustainable energy portfolio, especially when it comes to roofs. Thanks to the trusting cooperation with van Straelen and other trades, Peters is well advised on all these factors.

Compared to other sectors, this roofer is relatively well positioned in terms of material supply. At other construction sites in the factory, Ralf Georg sometimes has to wait months until the desired part is delivered and the craftsmen can finish their job.



Their regular joint walk on the Peters roofs is part of the thorough maintenance (from top): Jakob van Straelen, Hendrik van Straelen, maintenance manager Ralf Georg.

For example, a forklift could not be used for weeks because a crucial component was stuck somewhere between the Suez Canal and the Lower Rhine Area. Despite their goodwill, Peters' service providers are clueless in such cases.

#gewerke

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