

# NEWS FROM HAITIAN INTERNATIONAL ADVANTAGE

Plastics News from Haitian International | Issue 25



COMMUNICATION. INNOVATION. EFFICIENCY.  
TECHNOLOGY TO THE POINT



WE CREATE AND EXTEND ADVANTAGE.

## Worldwide.

9

SUBSIDIARIES

GLOBAL

80

PARTNERS FOR

SALES &  
SERVICE

FOR OVER

30,000

CUSTOMERS

WORLDWIDE CONTACT:

CHINA

EUROPE

ASIA

AFRICA

AMERICA

AUSTRALIA



## Resilience through growth

Expanding global manufacturing strength  
and decentralized sites



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**2022-06-19 - 2022-06-22**

Thailand Interplas Exhibition

**2022-11-20 - 2022-11-23**

Plastics & Rubber Indonesia

**2022-11-23 - 2022-11-26**

Vietnam Plas 2022

## MIDDLE ASIA

**2022-10-12 - 2022-10-14**

Plastex Uzbekistan 2022

**2022-11-23 - 2022-11-25**

Central Asia Plast World 2022

## EUROPE

**2022-06-07 - 2022-06-10**

RosUpack, Moscow International Packaging Exhibition

**2022-10-19 - 2022-10-26**

K show 2022, Oct 19-26, Dusseldorf, Germany

**2022-12-01 - 2022-12-04**

Plast Eurasia Istanbul 2022

## NORTH AMERICA

**2022-05-25 - 2022-05-26**

INJECTION MOLDING EXPO, USA

**2022-11-09 - 2022-11-10**

Expo Plast, Canada

## SOUTH AMERICA

**2022-08-24 - 2022-08-27**

Expo Plast, Peru

**2022-09-26 - 2022-09-30**

Colobia Plast, Colombia

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## Company Report

Haitian International announces record sales and exports for 2021. Overall, more than 56,000 machines were sold. Electric series and two-platen technology reaching historic highs.

In 2021, the pandemic led to high logistics costs, causing various problems such as inflation, supply shortages, and energy crises. Vulnerable emerging economies fell into crisis, and the global economic recovery faltered. China's domestic economy remained stable overall, benefiting from strong manufacturing and loose investment and export policies.

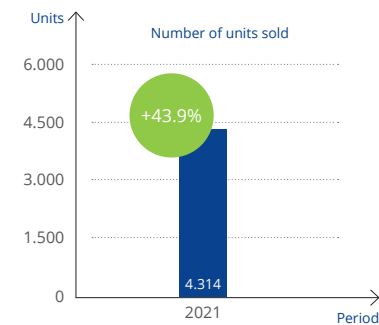
Strong global demand from downstream industries in the first half year and overall stability in the second half year contributed to the excellent business performance in 2021. Haitian International's annual revenue was RMB 16,018.3 million, up 35.7% from 2020. A total of over 56,000 machines were sold. A historic record high for Haitian and certainly for the industry as a whole.

We saw significant sales increases in key overseas markets such as North America and Southeast Asia, and a steady increase in sales in regions such as Europe and South America.

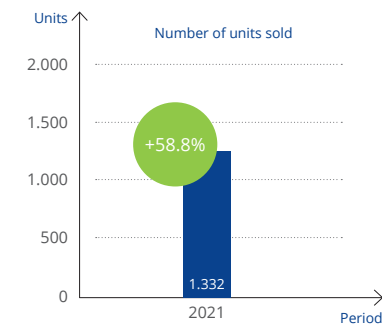
With the introduction of application-specific models, sales of the Haitian Mars Series have increased. A total of 48,000 Mars Series machines were sold.

As the high-end industry and automotive industry recovered both in China and overseas, sales of the electric Zhafir series and the Haitian Jupiter series with two-platen technology reached an all-time high. In total, over 4,300 Zhafir machines (up from 2,118 units in 2020) and over 1,330 Jupiter Series machines were sold (up from 839 units in 2020).

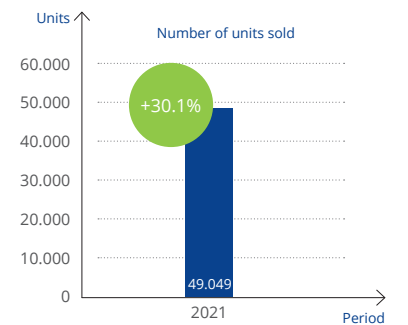
Sales for Zhafir Electrical Series



Sales for Jupiter Series



Sales for Mars Series

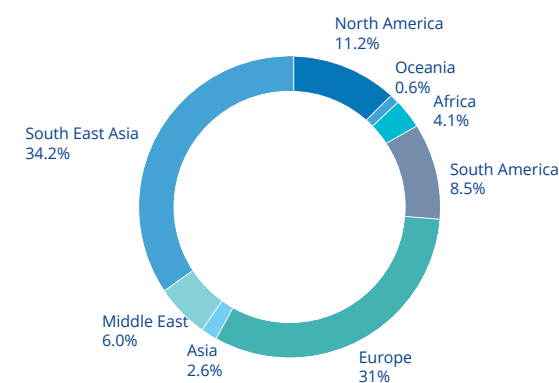


### Outlook and future strategy

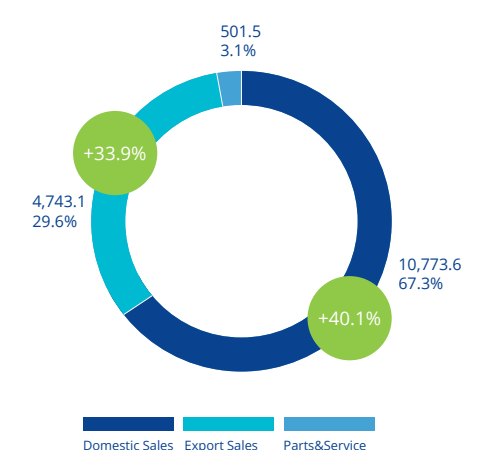
Haitian International has always emphasized a global strategic focus. In China, the company will drive its corporate and market development with two headquarters in the future, in Ningbo as well as in Shunde, South China. The Shunde site is on schedule to be in the first phase and is expected to start test production in the second half of this year. At the same time, Haitian will continue to develop various overseas markets. Faced with high logistics costs, the company will step up the construction of overseas business centers and expand from assembly and distribution-led overseas factories to regional headquarters. These will handle functions such as research & development, manufacturing, assembly, application, sales and service, and realize a global business layout with localized production.



Export sales by region



Sales mix by geography







## Resilience through growth – Expanding global manufacturing strength and decentralized sites

To improve Haitian International's competitiveness, we will expand and sustainably strengthen our manufacturing strength worldwide. Both our plants and infrastructures in the domestic market and our sites abroad will be modernized and expanded in a targeted manner. In times of rising transportation costs and recurring congestion on global logistics routes, the expansion of our overseas business centers will put us in a more crisis-resistant position overall.

Globally, we will significantly improve our manufacturing capabilities to supply and service international markets locally - while at the same time freeing up sufficient capacity to meet growing demand in the domestic market.

Portrait of three exemplary locations.



## Wuxi plant, China

Automation according to the “8+16” concept



The first construction phase in Wuxi was built in 2004 with an area of 69,000 sqm for R&D and production. Thanks to a continuous expansion of the business, the sales figures of the machines have increased rapidly. To meet the growing demand, it was necessary to expand the production capacity.

In 2020, we invested in the plant expansion and started to put it into operation gradually. As a smart production center for medium and large Haitian injection molding machines, the Wuxi plant now covers about 85,000 square meters. The total investment amount is 1 billion RMB. After releasing all production capacity, the Wuxi plant will be the largest base for intelligent injection molding machines outside Ningbo in China.

The entire plant operates according to the highly efficient “8+16 concept”: 8 hours of labor for the purpose of maintenance and material supply to the automation lines, 16 hours of automated production. This means automated processes of intelligent robotic systems combined with flexible production lines, quality control, logistics management and other processes. Advanced machining centers such as Czech boring, laser cutting, Niigata flexible lines, electronic punch, gantry machining center, CMM, traveling crane, valve plate flexible line and other high-end manufacturing equipment contribute to high production efficiency.



**Wuxi** is an eastern Chinese city on the lakeshore of Tai Hu, about 100 km west of Shanghai. The city covers an area of about 4,600 sq. km and has about 6.5 million inhabitants.





## Dagang plant, China

Digital transformation – intelligent manufacturing



The Dagang plant in the eastern Chinese coastal city of Ningbo is one of Haitian International's assembly centers, specializing in small clamping force classes. Covering an area of more than 20,000 square meters, the plant manufactures Haitian Mars Series injection molding machines ranging from 600 kN to 2,000 kN.

In 2021, Haitian International completed Dagang's production technology transformation, towards smart manufacturing, in the course of digitalization. By modernizing its technical equipment, the plant has been able to increase its efficiency by leaps and bounds. The total investment for the key project is RMB 150 million.

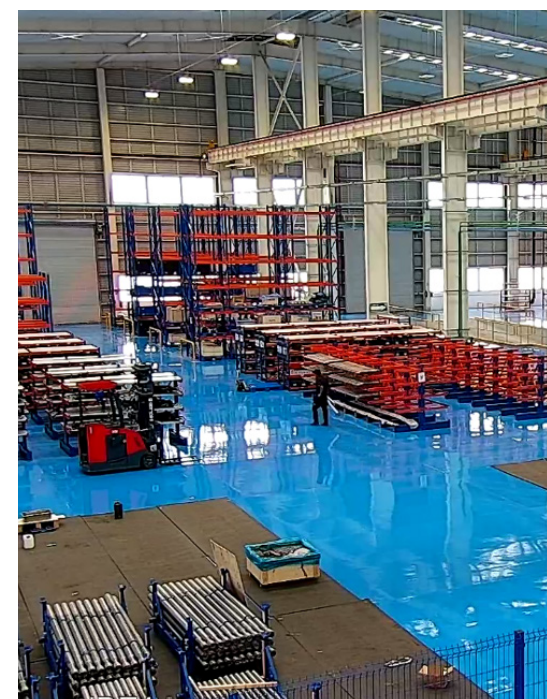
Smart automated production and assembly lines linked to a digital platform will be deployed throughout the plant – a benchmark for all future Haitian smart manufacturing. Clearly in focus: unmanned production. From cleaning castings to assembling clamping and injection components to painting. Less labor intensity, reduced safety risks, higher quality and higher productivity are the results.

In addition, the Dagang plant has the first highly automated assembly line in the industry with a one click mold closing test platform. The 15-minute of-line testing of products significantly improves production and assembly efficiency.

Finally, in final assembly, classic push production was replaced by flexible pull production, increasing overall production capacity by 30%.

Further benefits are provided by the new, intelligent storage system in Dagang. A three-dimensional, highly efficient warehouse and logistics model with information management and AGV operation, which ensures the rapid provision of raw materials and ensures smooth warehouse operations.

Ningbo is located in Zhejiang province on the east coast of China, south of Shanghai. Ningbo covers an area of approximately 9,800 square kilometers and has more than 8 million inhabitants.



Jalisco is a state in western Mexico, on the Pacific coast. It covers an area of around 80,000 square kilometers and has a population of more than 8 million.

## Jalisco plant, Mexico

Power for Central and North and South America



Mexico is the second largest plastics processing market in Latin America, with dynamic development. In 1999, Haitian International exported the first injection molding machine to Mexico. Today, Haitian Mexico is one of the most renowned manufacturers in the region, known for high performance and quality.

In order to further penetrate especially the U.S. market, we built and commissioned a new plant in Jalisco, Mexico in 2021. As the first comprehensive manufacturing center with independent capacity through local production and assembly, this plant underscores our presence in the Mexican market and offers our customers unparalleled delivery capabilities. Also in terms of speed of delivery: the plant is located in the CLJ Industrial Park (Jalisco Logistics Center), the largest local logistics center.

The Mexico plant covers 91,691 square meters, equipped with large metalworking shops, a paint line, warehouses and a workshop for assembling the injection molding machine. All stages of the production line systematically interlock. The high level of automation ensures high product accuracy and at

the same time ensures a high capacity of plant production: around 1,500 injection molding machines per year.

In addition, comprehensive services such as information consulting, tours and mold tests are offered.







# Determined to grow as part of a network

Healthcaring à la France



**It's an impressive success story: three plastics processing companies in France, each a pioneer and reliable partner to the healthcare industry, have built up an excellent reputation over decades. Competent, innovative and efficient in the development and production of medical subcomponents and disposables for the pharmaceutical industry. Four years ago they formed the SGH Healthcaring Group: STI Plastics, ROVIPHARM and ESKISS Packaging.**

The SGH Healthcaring Group portfolio includes product solutions in four main areas: Dosing (dosing syringes, measuring cups, measuring spoons, single doses, pipettes, pill dispensers), Respiratory (spacers, nasal aspirators), Diagnostics and Preamalytics (transport of biological samples). The fourth area - eHealth - includes applications supporting modern information and communication systems in patient treatment and care.

**Monsieur Empereur, SGH Healthcaring is the result of the merger of three companies that have built a strong reputation over 30 years. What are the benefits to each company from this alliance?**

"SGH Healthcaring was founded on the recognition that unity is a source of strength and that multi-

site production ensures security of supply. All of our customers are very large, the famous "big pharma." Most of our suppliers are also big, especially in raw material. So if we want to be competitive and remain attractive, we also need to get bigger. SGH is our project to become one of the leading players in Europe in the field of medical plastic products. However, further acquisitions are currently on hold, thanks to very dynamic organic growth."

**In June 2020, you bought the first Zhafir machines. That was in the first wave of the pandemic. Wasn't it very brave to introduce a new machine series in such hectic times?**

"We have known Haitian International for some time and have some colleagues and competitors equipped with these machines and we have received good feedback. Based on a very good offer from the French Haitian representative, we decided to test a few machines in our three plants."

**The current political situation puts the energy issue in a new, critical position. What has been the importance of energy costs in your company so far, and what measures are you discussing to cushion further cost increases?**



Jérôme Empereur, CEO of SGH Healthcaring

**"Considering social, ethical and environmental integrity is essential."**



Stéphane Manzetti, Maintenance Manager at STI Plastics in discussion about current applications with salesman Amaury Patrouiller of SAS Haitian France



**Read more**  
read the whole article:  
<http://haitianinter.com/en/newsroom/news/>

"You are right, energy is becoming a big issue and is one of the most important components of our costs. Although we save energy quite efficiently with modern equipment and machinery, we will initiate some research to save more energy. For example, with electric machine concepts. Nevertheless, we need to make some price increases at this time if we want to keep our profit margin and save our business model."

**How many injection molding machines are there in the group in total?**

"Currently it more than 80 machines, of which 13 are now Zhafir Zeres series electric machines, with 40 to 360 tons. Most of them are equipped with a medical package and produce at Rovipharm in a clean room. All machines are fully automated."

**Your website says, "SGH Healthcaring is targeting sales of EUR 100 million to achieve the critical mass sought by our laboratory customers and to manage the structural costs associated with regulatory requirements." Can you elaborate?**

"I attach great importance to compliance with laws, regulations and general ethical principles. We believe that such a corporate culture is essential: we

must be able to guarantee that we always act with integrity. We will therefore increase our sales - while at the same time demonstrating the clear will of the organization to incorporate social and environmental considerations into its decisions. But we will also consider the impact of its decisions and activities on society and the environment."

**Facts & Figures:**

- Founded:** 2018
- Employees in the group:** 230
- Current turnover/year:** 40 million EUR
- A total of 14,500 sqm of production facilities, two of which are ISO 13485, ISO 15378 and 14001 certified sites
- 4 injection molding plants, 2 of which produce in clean room ISO 8
- 3 production facilities for IML and further assembly
- 1 ESD-protected manufacturing for electronic device assembly

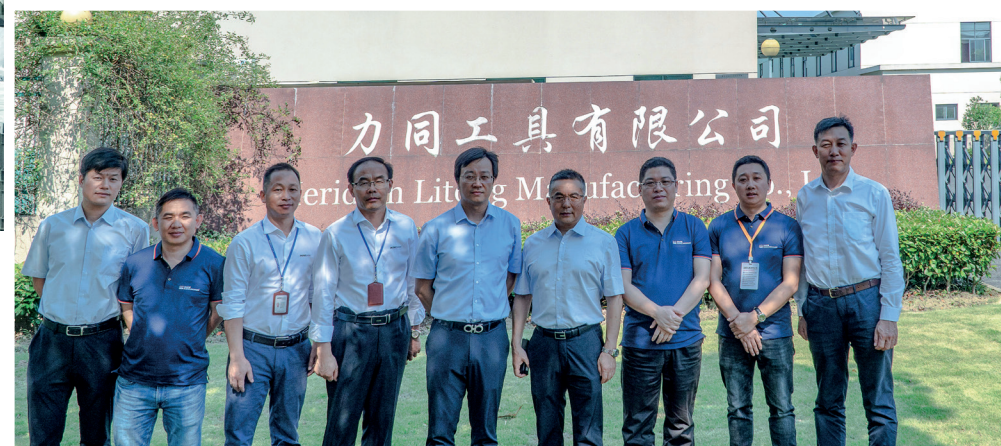
<https://www.sgh-healthcaring.com/en/>





**"The product quality is close to 100%, which is a leap in quality!"**

Zhang Yulin, General Manager of Litong



After years of practice and research, Litong has introduced a large number of Zhafir electric injection molding machines.

## With Zhafir power: Electric drive brings double benefit

Visit at Litong Tools Co. Ltd.

**Litong Tools Co. Ltd. specializes in the development, design, production and sales of plastic tool boxes and other storage boxes. With products exported to more than 100 countries and regions in the world, Litong occupies a leading position in the industry with excellent quality and service.**

After effectively combating the epidemic at the domestic level, enterprises quickly returned to work and production, and orders lead to explosive growth. However, rising raw material prices have put a lot of cost pressure on domestic enterprises. In this case, how to reduce costs and increase efficiency has become a key issue for enterprises to achieve breakthrough.

In this regard, Litong has its own unique understanding, which is particularly evident in Litong's choice of machinery. At present, Litong operates 109 Haitian injection molding machines, of which 101 are Zhafir electric injection molding machines.

### Far-reaching advantages of the electric Zhafir machines

The Litong injection molding factory is a hive of activity: Hundreds of injection molding machines are closely lined up to make the best use of the production area. Demand for boxes, especially from the

domestic market, is high. Zhafir machines, in particular, can be seen everywhere in Litong. Under normal circumstances, manufacturers generally believe that electric injection molding machines are more expensive than hydraulic machines and therefore not needed for such standard applications.

Litong also had such bias against electric machines initially. With the intention of testing it, Litong bought four Zhafir machines in 2014. After one year of operation, the performance of the machines has far exceeded Litong's expectations.

Zhang Yulin, General Manager of Litong, says: "We tested different parameters of the machine several times over a longer period. Finally, it was concluded that the electric motor consumes 50% less power than an ordinary hydraulic injection molding machine. In addition, the injection is much more precise, and the product quality is close to 100%, which is a leap in quality!"

According to internal calculation, Litong furthermore believes that the higher initial cost of the electric machine will pay for itself within 3 to 5 years after startup. Therefore, electric machines are undoubtedly the better choice in terms of long-term use.

For this reason, starting from 2016, all of Litong's new machines have been Zhafir machines. Hydraulic machines have been gradually eliminated. With the increased use of electric machines, Litong has

achieved significant improvements in product quality, production efficiency and energy consumption costs.

With increasing experience and usage, Litong has discovered other advantages of Zhafir machines: "In the past, the products we developed were often oversized. Because of the electric machines, precision is high, injection is fast, product overweight is avoided, raw materials are saved by 8%, and the average molding cycle is 5% shorter than with the hydraulic press."

In addition, the shop floor staff has been reduced by 50% and labor costs have been significantly reduced, which is an important reason why Litong is purchasing the Zhafir injection molding machine in high volume.

In addition to complete electrification, large-tonnage machines have also become a future development trend of Litong. In recent years, with the increasing application of multi-cavity and deep-cavity molds, the size of the mold box produced by Litong is getting larger and larger. Zhafir's electric injection molding technology has achieved full coverage of 400-33,000 kN, which undoubtedly provides Litong with more opportunities. The two Zeres Series 13800 kN and 10800 kN machines purchased by

Litong have shown impeccable performance since they were put into operation.

### Focus on sustainable development

The economic market will remain difficult to predict even after the epidemic. In addition, the continuous rise in prices for goods and raw materials affects all companies in the industrial chain to varying degrees. At Litong, the consensus is that the company can only mitigate the risk of rising costs on the supply side by increasing production efficiency, further improving automation, and improving the company's fine control.

After years of practice and research, Litong has introduced a large number of Zhafir electric injection molding machines. Mr. Zhang emphasized, "Zhafir's machines are an important support for Litong's cost control and sustainable development. In the future, Litong will further expand its cooperation with Zhafir and introduce more advanced and larger production equipment."

 **Read more**  
read the whole article:  
[haitianinter.com/en/2021/08/25/litong-tools-electric-drive-brings-double-benefit/](http://haitianinter.com/en/2021/08/25/litong-tools-electric-drive-brings-double-benefit/)







# Quality wins

Grandchess and the Haitian Mars Series:  
Two Hidden Champions of the 2022 Winter Games

**The Olympic Games are major sporting events of international standing, meticulously planned from the opening ceremony to the final. The demands on everyone involved are extremely high, and security has top priority. Behind the scenes, high-level equipment suppliers ensure smooth operations, including a Haitian International customer.**



Grandchess Daoan Co., Ltd. manufactures and distributes intelligent traffic safety equipment as well as identification and detection equipment and is one of the leading companies in the industry. As the sole accredited cable bridge supplier for the 2022 Winter Olympics in Beijing, GRANDCHESS provided the temporary power supply there for the mega event – over a total length of around 50,000 meters.

## Professionalism tipped the scales

Song Jiading, General Manager at Grandchess, believes that their acceptance as an Olympic supplier is inextricably linked to the company's high level of professionalism, because safety is paramount at the Olympic Games. In any case, he says, the company has always defined its own strict standards. In order to meet even higher production standards, existing injection molding machines were gradually replaced with Haitian Mars Series. That was in 2017, and the company has since mastered various tests and EU certifications, and its products are increasingly in demand in Europe, the U.S., Japan and many other countries. They have also won over the IOC.

As a safety product, a cable bridge is subject to extremely strict standards. The 4.5 kg elastomer cable bridges are made of high-strength rubber and high-quality PVC, with very high demands on mate-



**“The timeframe for the entire process was tight, yet the quality requirements were higher.”**

Song Jiading, General Manager at Grandchess

rial flow, surface, color quality and appearance. This requires high injection rates with precise temperature control. In addition, special requirements applied to insulation, compressive strength (more than 50 t), flame retardancy as well as cold resistance at minus 30 degrees.

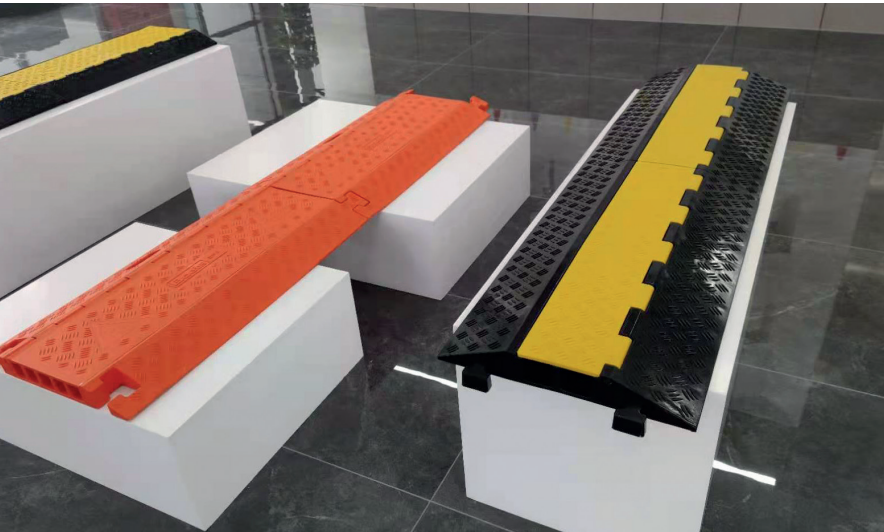
## Faster, higher, further – even beyond the olympic arenas

In total, Grandchess supplied approximately 60,000 two-hole and cable bridges to equip the 2022 Winter Olympics, but “in a much shorter timeframe” rather than the usual 150 days, Song explains. “The timeframe for the entire process was tight, yet the quality requirements were higher. The machines had to be absolutely efficient and run stably.” This refers to the ten machines of the energy-efficient, dynamic Haitian Mars Series (14,000 to 16,000 kN), which impressed GRANDCHESS with precise temperature control and repeatability for the thick-walled molded parts. In 24/7 operation, each machine produced about 400 cable bridges/day, with one cavity per mold.

Concludes Song, “Haitian's performance, including their smart manufacturing solution, was a valuable asset for timely delivery. They were very instrumental in making this project a success.”

A success that is sure to reverberate for some time to come: Tests by the responsible authorities have shown that numerous product parameters of the Grandchess cable bridges far exceed the project requirements set by the IOC and mark a new level of quality.

The 4.5 kg elastomer cable bridges are made of high-strength rubber and high-quality PVC







The Mars Series has high precision, fast injection, full production, high surface finish and a product qualification rate of almost 100%

## The next level of efficiency

GO-PAK Viet Nam Co, Ltd.

**Go-pak Viet Nam Co, Ltd. in Binh Duong Province, Vietnam was established in 2018, specializing in the holistic marketing of disposable food containers. Product development and design, production on over 15,000 sqm, distribution and sales. The range: coffee cups, food containers, tableware, glasses, mugs, etc. The machinery is 100% total of 100 Haitian Mars Series injection molding machines.**

*We talked to Mr. Yang Mingqing, the Production Manager at Go-Pak*

### Go-Pak - Go global

Now that the epidemic seems to be under control, the global demand for production capacity in the plastics processing industry is increasing.

Go-Pak has its own unique development strategy and corporate culture to maintain the existing mar-

ket, expand industry presence and actively participate in the development of foreign markets. Yang Mingqing proudly tells us, "Our compatriots often praise the manufacturing industry in the US and Japan. But in fact, here in Vietnam we have Go-Pak, a company that manufactures standard household products for the food industry and exports them to the EU market. Our machines are running at full speed and our hygiene standards are very high."

### New technologies for new possibilities

To meet the high demands of its customers, Go-Pak built on its strengths in research and product development. With resulting high product quality. Yang Mingqing adds, "We will now expand our production with some high-end models and their latest technologies from Haitian Plastics Machinery - especially the Mars Series. This will increase the level of automation, improve production efficiency and thus our competitiveness."



Inspired by efficiency and performance: The Haitian Mars Series

**"2022 is a milestone for investors who seize the favor of the hour for development, proving that commitment and courage are the driving forces of a country and can overcome difficulties."**



Mr. Yang Mingqing, the Production Manager at Go-Pak

The innovative company is not standing still and is seizing all the opportunities of the hour. New product categories are already under development and product quality is being continuously optimized, as is the company's management.

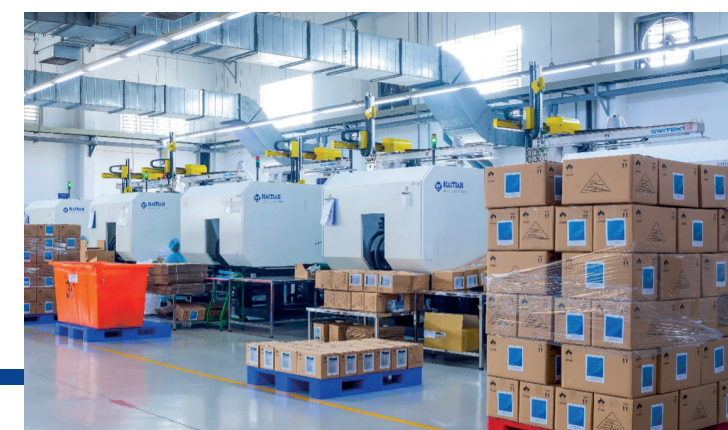
### Score with performance and availability

When asked why Go-Pak has clearly chosen the Haitian brand, Yang Mingqing says: "It's an all-round package. Starting with an extremely flexible payment policy, again to meet our market prices. After seeing the injection molding machines live in another factory, I was amazed by the efficiency and performance. It simply convinced me. The Mars series has high precision, fast injection, full production, high surface finish and a product qualification rate of almost 100%."

In addition to performance and availability, professional service is crucial. This is where the team

here on site at Haitian Vietnam with support, maintenance and repair service can score with professionalism and speed, according to Yang Mingqing.

Vietnam and its economy is recovering from the pandemics. First and foremost Covid-19, but also rinderpest affected the country. For Go-Pak, the new upswing means seizing every opportunity, continuously keeping an ear to the market and setting a course for expansion.







The CO<sub>2</sub> label identifies products that have been manufactured under reduced CO<sub>2</sub> emissions. To date, there are corresponding rating systems for labeling more than 27,000 products and capital goods around the world. In the EU, USA and South Korea, various organizations are working on possible standards for the injection molding machine sector. For the Chinese market, the „Technical Parameters for the Evaluation of a CO<sub>2</sub> Label for Rubber and Plastic Injection Molding Machines“ were significantly developed by Haitian International.

## Shaping the industry standards

More and more companies around the world are aiming for greatly reduced, lowest possible CO<sub>2</sub> emission levels in production. Haitian International was instrumental in developing the standard for a CO<sub>2</sub> label.

Climate concerns us all, it is high time to act. Production and climate experts in all major economies are currently working on the development of binding guidelines for measuring and evaluating production parameters in terms of CO<sub>2</sub> emissions during product manufacture. The ultimate goal is always to introduce CO<sub>2</sub>-reducing measures as climate-friendly standards. A corresponding standard has also been developed for the injection molding industry in China: the „Technical regulation for carbon label evaluation for rubber and plastics injection molding machine“. This standard has been officially enforced since November 10, 2021.

Only a few months earlier, Haitian International had been asked to contribute its expertise as a market leader in injection molding technology and to play a leading role in the development of this standard. The invitation to do so came in June 2021 from the China Electrical Energy Saving Technology Association and the China Carbon Label Industry Alliance. Objectives and outlook:

1. Determination of the CO<sub>2</sub> consumption of an injection molding machine
2. Reduction of CO<sub>2</sub> values up to CO<sub>2</sub> neutrality
3. Improving the industry collaboration

Haitian International was aware of the importance of this pioneering work and gratefully accepted the challenge. At the request of the association, we took over the chairmanship of the specially formed expert group to draw up the technical specification for the standard. A few weeks later, the first draft was already ready for discussion until the paper was finally reviewed and approved by the China Electrical Energy Saving Technology Association.

The new standard now serves all Chinese companies in the plastics and rubber processing injection molding industry as an assessment basis for determining the CO<sub>2</sub> emissions generated during the manufacture and production process of an injection molding machine. The entire production and process cycle is relevant here, from component manufacture through final assembly to the ongoing operation of the machine.



The new CO<sub>2</sub> label thus provides the industry with an important benchmark and at the same time a clear target for sustainably reducing CO<sub>2</sub> emissions in production. The start has been made.

Haitian International has already taken the next step and will integrate more and more CO<sub>2</sub>-reducing measures into its internal production processes. Finally, by the end of

2021, nine machine types of the Haitian and Zhafir brands have been tested and certified, not least due to their energy-saving drive technologies. This makes Haitian and Zhafir machines among the first injection molding machines in China with a CO<sub>2</sub> label. The company itself has been certified as a „Low Carbon Product Supplier“. And it continues:

### Improving industry standards

Haitian International is currently researching and working on further CO<sub>2</sub>-reducing measures to improve industry standards in China and give the industry an international boost. The initiative includes own projects as well as cooperation projects with China Electrical Energy Saving Technology Association and China Carbon Label Industry Alliance. The focus is on manufacturing solutions that are even more efficient, even more energy-saving and even lower in CO<sub>2</sub> emissions. The common goal is to lead the industry toward sustainability and achieve improvements that benefit all sides.



## Service &amp; Support

## Flying experts – like a rock in the surf

Even a global disaster like the Corona pandemic cannot stop the team spirit of Haitian service engineers. At home and across all continents: world-wide customer service works. Against all odds and even under very difficult conditions.

From the very first moment, the idea of service and the willingness to help have been of special importance to Haitian International. Excellence and personal commitment are paramount in customer support, inseparable for our account managers and service engineers.

Despite the many imponderables and strict protective measures, the entire service team manages to keep the frequency of service calls at a high level. „Problems? We call it challenges,” is how the attitude of the service engineers could be summed up. An attitude with which they continuously contribute to growth in the export markets and are a reliable factor in all service and support issues.

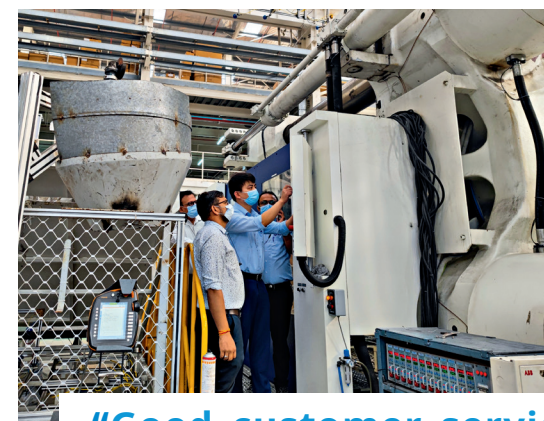
**We say „Thank you!” to all the Flying Experts at Haitian International.**



**Haitian Indonesia - overcoming distances online**  
Indonesia is one of the countries in Southeast Asia most affected by the pandemic; many customers and employees were infected.



**Read more**  
read the whole article:  
<http://haitianinter.com/en/newsroom/news/>



**“Good customer service is ultimately about how to best succeed in meeting customer needs day after day.”**



**Haitian India - under all circumstances**  
Although India was hit hard by the pandemic, Haitian India never gave up doing everything they could to ensure normal operations. In 2021, they continued to achieve the maximum possible productivity



**Haitian Turkey – all levers in motion**  
Haitian Turkey's employees place particular emphasis on team cohesion and working efficiently, especially during the pandemic. Even under high security measures.



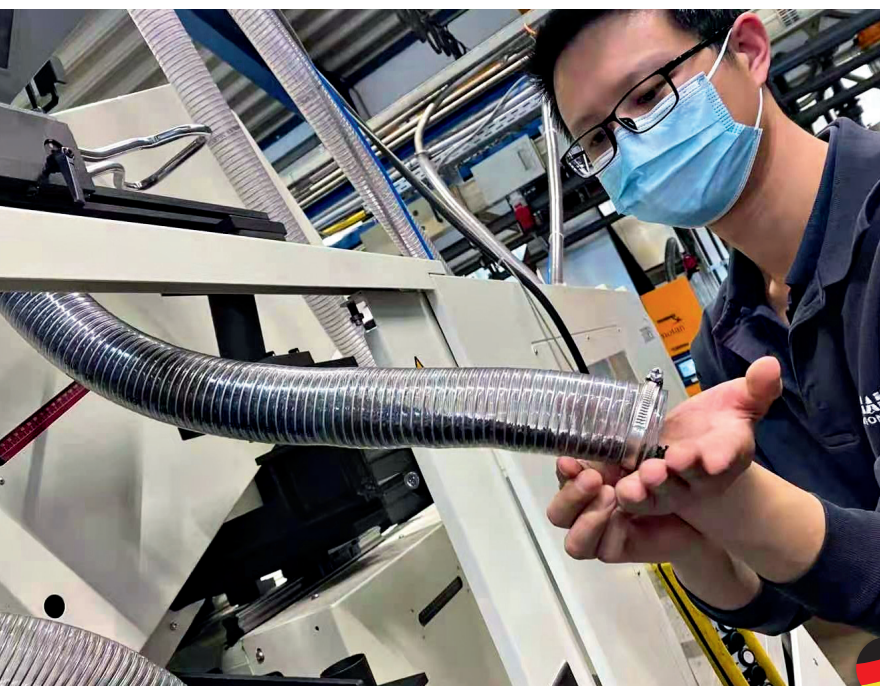
**“... however, with the pandemic measures in place, the customer demanded test results from our engineers and they delivered.”**



**Haitian Brazil – with the courage to take risks**  
According to government statistics, Brazil is one of the countries whose population is particularly affected by Corona. Accordingly, Haitian Brazil has put together a strict package of measures to provide its employees with the best possible protection.

**“Beyond our job we made donations to support local schools that were experiencing economic hardship as a result of the pandemic.”**





WE CARE

**"... I gathered my team to inform them that on Christmas the flight home was canceled because of Corona ..."**

**Haitian International Germany – joining forces**  
In 2021, seven colleagues from China were temporarily working at the Haitian International Germany site, in the service team and in other departments.



**Haitian Mexico – there is always a way**  
The situation in Mexico was very serious at times. Strict restrictions are therefore being followed at the new Mexico City site to reduce the security risk. Despite the challenges caused by the pandemic, the economy is expected to recover



**Haitian Thailand - faster than the competition**

In Thailand, Corona has almost brought the industry to a standstill. All the more reason for Haitian Thailand to support its customers with a particularly fast and efficient service.

**"Good customer service is ultimately about how to best succeed in meeting customer needs day after day."**

**Haitian Japan – successful relocation**

Due to the increasing spread of the Corona Virus, the Japanese government decided to close the country's borders in 2021.



Read more

read the whole article:

<http://haitianinter.com/en/newsroom/news/>


**"We've taken to renting apartments for our service technicians, close to our customers' workshops."**



**Haitian Vietnam – consistent and flexible**

Corona protection measures in Vietnam are extensive and strict. Several travel restrictions have been imposed on individuals transiting Vietnamese provinces, up to and including quarantine. As a result, the likelihood of local service technicians being affected by the pandemic has unfortunately increased.