



WE'VE GOT WHAT IT TAKES



A long story in a nutshell.



1949

Start of trade with quality tools

DÖNGES stands for continuity. In 1903, company founder Johann Dönges began with the production of files and rasps. At first, sales were limited to Remscheid and the surrounding regions. During the twenties, sales continued to increase. Heinrich Dönges, son of the owner, joined the company in summer 1949. Parallel to the file production, he built up a range of quality tools.

1903

Johann Dönges founded the business as a producer of files.



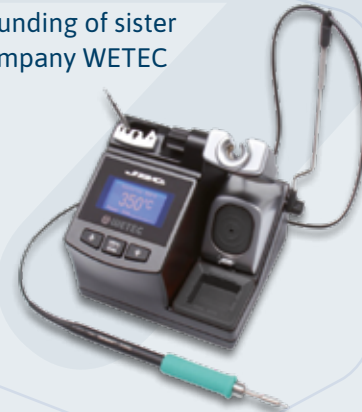
1983

Start of cooperation with the German Military and the Ministry of the Interior



1987

Founding of sister company WETEC



1988

Establishment of the Fire Fighting Equipment Division



A few years after the death of the company founder in 1962, file production was stopped. Marion Pletsch, the granddaughter of the founder, took over as head of DÖNGES in 1971. As the new owner she continued to lead the company on a path of steady growth.

During this time, business was built up with the German Federal authorities, such as the Federal Ministry of the Interior, the post office and the railways, as well as the German Federal Armed forces. These areas later gave rise to other mainstays such as "fire-fighting equipment" and "forensic technology".

In 1979 Wolfgang Schulz joined the company and eight years later, the sister company WETEC was founded. Since 1988, Thomas Pletsch has been managing DÖNGES as owner and CEO and therefore leads the family business in its fourth generation. Proudly, we have remained independent to this day and furthermore evolved into a strong, broadly based company with various areas of specialization. Our philosophy of continuous growth is also reflected in spatial expansion. The construction of our new, modern and trend-setting logistics center and office building is another evident milestone in DÖNGES' development.

2020

Opening of the new modern Headquarters with trend-setting logistics center



2012

DÖNGES has 100 employees for the first time



→ PHILOSOPHY

Strong roots lead to healthy growth.

We are an owner-managed family business in its fourth generation. To this day, we are independent and still live our traditional values. Values from which our customers benefit.

Company founder Johann Dönges started producing files and rasps in 1903.



We live our traditional values.

DÖNGES' traditional values that make up the roots that we were founded on: sincerity, a down-to-earth attitude and discipline are part of our traditional heritage. We consider ourselves to be pragmatically predisposed and rely on common sense to solve our customer's challenges. As a reliable partner, we are keeping our promises and we are satisfying our customers. Loyalty, support and reliability build the basis for our relationships with our customers, suppliers and employees.

Dynamic action is our drive for continuous, healthy growth. We are always looking for better pathways into the future. At DÖNGES, we do not know the word „impossible“. We have become strong and successful because we always developed solutions to very specific challenges. Our shared mission that leads us on this pathway: our passionate commitment shall leave our customers delighted.



More than **100 people** are dedicated to taking care of your desires and needs

We are a diverse team of dedicated, hard-working and attentive individuals, sharing the passion for reliable activity.



Our team is responding on growing customer demands with a flexible and solution-oriented approach - at all times.

Consistent adaptability is embedded in our DNA.

DÖNGES is different. And that's what we want to be. We have unique spirit and approach things in our own way: we have the courage to question previous solutions, to break with conventions and to try new things - even if that sometimes means making mistakes. Adaptability is the driving force, which has garnered us special market position. For us, adapting to changing needs means staying alert, thinking ahead and remaining open to new ideas, when it comes to products, processes or solutions.

Strong brands, strong specialists

Our strong flexibility ensures that our products and services can be individually tailored to the needs of our customers. A very diverse product portfolio enables us to meet specific requirements in a wide variety of business areas. One of the results of our diversity is our development into a leading specialist serving various sectors, such as Fire & Rescue, Industry & Consumer, Military & Government and Global Tool Traders.

→ VALUES

Versatility requires an open mind-set.

Due to our rich and diverse product line-up, we have evolved into a specialist provider and system supplier for Fire & Rescue, Industry & Consumer, Military & Government and Global Tool Traders.



For more than
115 years
we are an owner run
family business

dönges
FIRE & RESCUE

dönges
INDUSTRY & CONSUMER

dönges
MILITARY & GOVERNMENT

dönges
GLOBAL TOOL TRADERS

→ FIRE & RESCUE

Experts need skilled support.

For over 30 years, we have been the experienced wholesaler and system supplier working side by side with the fire brigades.



No. 1 in Germany as a partner of the specialized fire service traders and of the fire fighting vehicle manufacturers

Our product portfolio includes almost all the products a fireman needs to do his job.



DÖNGES - Your first choice for fire fighting equipment.

As an experienced supplier, we are Germany's foremost source of strong branded products for rescue, recovery and assistance. In our catalogue you will find almost all kinds of fire fighting products and personal protection equipment. One of our greatest strengths is our ability to deliver complete system ranges. No matter whether you would like to load a standardized vehicle or if you are looking for customized sets of equipment - DÖNGES will supply everything from one experienced source.

As a highly regarded partner in the fire fighting industry and a responsible vehicle equipment supplier, we are on fire to learn and fulfill your individual requirements, we also realize your special requests with speed and flexibility. Respected in-house brands and exclusive products from well-known manufacturers guarantee your unique purchasing experience. Of course we deliver quickly and reliably and most of our products are available from stock.



At home on all platforms:
DÖNGES products, from operating
tools to combat backpacks.



Place your trust in a well experienced system supplier

Over the years, we realized a huge number of projects for our largest single customer – the German Military. Besides the standard supply of tools and technical products to all forces; Army, Airforce and Navy, we have managed numerous huge orders. Contracts include equipping container workshops for KFOR and ISAF missions, supplying thousands of combat backpacks and personal equipment for soldiers, and much more.

For decades, the German Federal Ministry of the Interior, as the procurement body for the German Federal Police, the Civil Defense and the Federal Agency for Technical Relief (THW), has relied on DÖNGES' operational support through many framework agreements. We are accepted as the supplier with the widest product range, including various specialist tools, power distributors, aluminium storage boxes and THW container trolleys. We also supply forensic evidence cases and document examination kits to police forces all over the world.



The supply of 40,000
refrigerators for the
German military is a
great example of our
operational strength.

→ MILITARY & GOVERNMENT

Ready for action... whether for the Armed Forces, the Police or Civil Defense...

In their procurement activities the German Federal
Ministries rely on framework agreements with
DÖNGES as an approved Partner.



→ INDUSTRY & CONSUMER

Global brands close by coming from a single source

Easy-to-order, consistent goods availability and a diligent and cutting-edge inventory management system ensures the shortest delivery times for all brands.

Our highly efficient robotics system Autostore dispenses the goods as quick as possible thanks to a cubic structure consisting of 30.000 stacked standard-boxes.



132,000 products permanently available for 24- to 72-hour delivery depending on country and region

Permanently in stock for you: More than 1300 strong brands from a huge range of tools

We attach particular importance to personal customer care and a steady exchange with our customers. Our particular strength is the supply of comprehensive tool assortments. Standard products and individual customer-specific solutions merge to form our unique product range. This also includes numerous DÖNGES-developed products and product kits, as well as exclusive products, manufactured by renowned manufacturers.

We are located right at the heart of the German toolmaking industry and are familiar with the sector and all of its requirements and special features. We know exactly what you need to be successful and to work efficiently. As long-standing industry experts, we can offer you professional and cost-effective solutions for each of your tasks. Benefit from a large selection of high quality products. Our close cooperation with select manufacturers guarantees you the highest standards and the strongest products with the best price-performance ratio.



→ IN-HOUSE PRODUCTION

Developing new ideas. Producing strong solutions.

We offer our customers a large selection of exclusively manufactured products and customized product ranges.



We manufacture
3.000 special products
internally.

A special department takes care of development, production and assembling of new product ideas and tailor-made product lines.



One name standing for first-class products: DÖNGES

As a customer-oriented company, we must permanently maintain our sharp vision: What is important to our customers? What requirements must innovative products meet? How can we make good products even better?

We completely align our thinking to this dynamic. When it comes to customer-specific products and ranges, we don't just think along. We think ahead and our employees are always open to new and individual solutions.

At DÖNGES, an entire department is responsible for the development, production, configuration and delivery of new product concepts and customized sets. We offer our customers a variety of exclusively manufactured products, which you will not find with any other supplier. Our team also manages the assembling of individual tool packages - developed, tailored and delivered according to customer requirements.





Construction of **134**
mobile field kitchens
for civil defense units

→ PROJECT PLANNING & MAJOR PROJECTS

To achieve great things you've also got to pay attention to the details.

Our experience and ability to respond to the requirements of our customers is significant for the successful handling of challenging large-scale projects.

Perfectly managed communications, processes, quality and schedules.

The successful implementation of major projects is a particular strength of the DÖNGES team. Our experienced team will take care of the entirety of the project, as well as all the details right from the start, so that in the end everything fits together perfectly. Our project management proactively ensures that all processes are identified, defined, combined and coordinated. We procure all of the materials, products, services, funds and personnel necessary for implementation.

We reliably control a fixed timetable across all process levels and we ensure communication between all relevant interfaces on the customer's side and the internal team's. This special know-how established DÖNGES as a strong partner for the German Ministry of Interior in many major projects, e.g. such as equipment trolleys for medical supplies and roller containers. In addition, we have successfully completed many large projects over the years in Disaster Control as well as for the German Military and Police.



Here's one small example of our great achievements: development and implementation of 50 containers for decontaminating injured persons on behalf of the regional government of North Rhine-Westphalia, Germany.

→ E-COMMERCE & PROCESS AUTOMATION

Fast and efficient – for even higher performance.

Digital solutions as well as optimized processes ensure a perfectly smooth interaction with our customers.



More than **75 percent**
of **all orders** reach our
order processing system
automatically.

Your advantage - our style: digital and automated processes

Striving for efficiency is one of the goals of our work. We offer a fast and error-eliminating service at a good value, because process optimization and automation are what we strive for daily. As of today, more than 75% of our customer orders already reach our ERP system via user interfaces, our online shop or OCR. Subsequent processes like invoicing or book-keeping are also as automated as possible.

In addition, we offer various digital solutions to our customers, whereby you can considerably simplify your business processes, reduce your delivery times and significantly decrease your purchasing costs. This also includes a modern web shop integrated into the merchandise management system as well as a paperless data exchange. This way, incoming orders, shipping notifications and invoicing can be easily adapted and automated according to your needs



Integrated into the merchandise management system, our modern web shop offers everything you would expect from an effective solution.



Our packing line ships **1,000 parcels** or more each day.

→ PICKING & SHIPPING

And what may we deliver to you tomorrow?

Short lead times and a zero-defect strategy are two of our most important success factors to shorten your waiting time.



More than 132,000 products can be delivered within 24 to 72 hours*

We rely on modern storage technology to ensure that you receive your goods as quickly as possible. Our electronic and logistical infrastructure enables us to ship most items to you within one working day. We are glad to fulfil your special requests quickly and flexibly.

We use paperless, route-optimised scanner picking, a fully automated packing line and special floor conveyors to ensure the shortest possible lead times and a rapid dispatch. The 14 robots in our Autostore warehouse are even faster, bringing in your desired product from one of the 30,000 storage locations.

Our 13,500 m² logistics centre is highly efficient.
The goods are directly handed over via nine loading bays.

We ship our goods with all well-known parcel services, while pallet dispatch is handled by three efficient forwarding agents. Also, just in case, we offer in Germany nation-wide emergency delivery by courier. You can rely on us for hazardous goods delivery - both nationally and internationally.

*depending on country & region



→ SERVICE & QUALIFICATIONS

We really
care about
your demand.



We have 6 specialist sales teams with more than 40 employees taking personal care of your specific needs.

Would you like to know a little more?

We are a diverse team of attentive people who all are driven by passion for acting in a spirit of partnership. Although we focus on different areas, we share a common mission: to delight you through our commitment and services. This includes competent advice about our product range, training of your employees in cooperation with the manufacturers, an uncomplicated handling of complaints and so much more.

Applying DIN EN ISO 9001:2015 as well as DIN EN ISO 14001:2015 standards, our quality management guarantees the consistently high quality of our products and services.



Let's crunch some numbers!



132,000

products are permanently available for you thanks to our rapid shipping service.



10,000

tonnes of concrete have gone into our new logistics centre.



1.000

packages parcels or more are dispatched from our packing line each day.



111

employees from 15 different countries are there for you every day.



1,000,000

hours have passed since the company was originally founded by Johann Dönges.



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