

# Mission statement

#### **Organization**

Swissfluid AG is an internationally active company primarily engaged in the development, production and worldwide marketing of corrosion and abrasion-resistant fittings, linings and molded parts. We are a results and performance-oriented company characterized by efficiency and flexibility. Market observations sensitize our thinking and provide information about the needs of our customers.

### **Customers and suppliers**

Satisfied customers form the basis of our success. We attach great importance to personal contact. The long-term economic success of our customers is our most important objective. We therefore work with great energy on the permanent development of new, future-proof products.

We strive for long-term cooperation with our customers and suppliers as important partners. In this partnership, we want to support each other and grow together.

#### **Products and market services**

We supply quality products combined with expert advice and a fast, reliable service. Ecological and economic aspects are incorporated into the work processes, taking the customer's benefit into account.

Our activities are based on the principles of the free market economy and are characterized by an awareness of social and ecological responsibility.

Only progressive sales growth and a significant market position will secure the company's existence and provide employees with attractive, secure jobs in the long term.

### Quality

The market demands high-quality, safe products, the choice of which is a matter of trust. Swissfluid AG is aware of this and prioritizes quality.

We define realistic quality targets that are constantly reviewed as part of a systematic, continuous optimization process.

## **Employees**

We see our employees as people. We encourage them to help shape our company and to take on responsibility and skills within the scope of their abilities. We want all employees, regardless of their function, to behave in such a way that they are always recognized as good ambassadors for our company. With a cooperative management style, we create transparency at all levels of the company.

#### **Work safety**

We do everything we can to protect our employees from accidents at work and in their free time, as well as from occupational illnesses and their consequences. We promote the rapid reintegration of employees who have had an accident or become ill. We strive to offer all employees a workplace that is conducive to their health and therefore work closely with government institutions and professional associations.

### **Innovation**

Our thinking is contemporary and is always guided by market and customer needs. Economic and social change places high demands on flexibility and the willingness to adapt to changing circumstances. We are therefore open to innovation as a matter of principle.

#### **Environment**

We are committed to protecting the environment and using resources sparingly. We are working consistently to reduce energy consumption and CO2 emissions. We strive to actively contribute to environmental protection through the longevity of our products. Sustainability in the use of resources is increased through consistent waste separation. Wherever possible, by-products are separated and returned to the technical cycle as recyclable materials. Careful handling of our facilities and production equipment is a matter of course for us.