

Together to the top



Mission, values and
code of conduct

BELIMO[®]



Ascent



1405 a.s.l.

“Together to the top”

We strive for mutual success.

We are successful when we offer our customers more value. This is why we deliver top performance in everything we do. This mission, our values and the code of conduct guide and accompany us on our way to the top.



MISSION

Who we are and what we want



Finding the way



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“Being market leader is an obligation and a source of motivation.”

Belimo is the global market leader in the development, production and marketing of actuator solutions for controlling heating, ventilation and air-conditioning systems. Actuators, control valves and sensors make up the company's core business.

Belimo's aim is to be a trusted partner across the globe for its customers, offering them the added value they expect. Research and market-relevant innovation as well as rapid and customized execution are key. Commitment, credibility and reliability characterize our behavior.

Belimo delivers more than just products. We support our customers with innovative, efficient and energy-optimizing solutions and bring success to both our customers and ourselves. We are close to our customers throughout the world, we speak their language and we understand them. Everything we do gives them the reassurance that they have chosen the very best.



VALUES

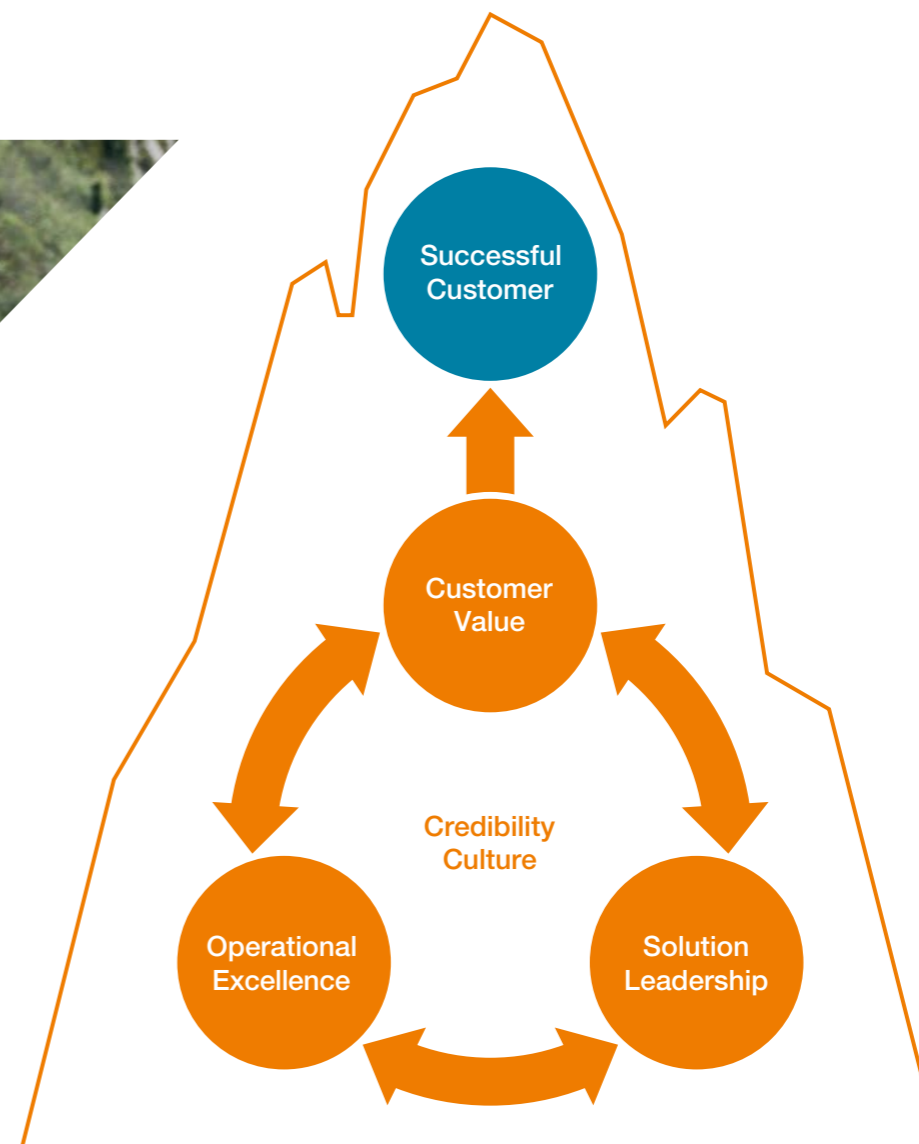
What makes us successful



Briefing



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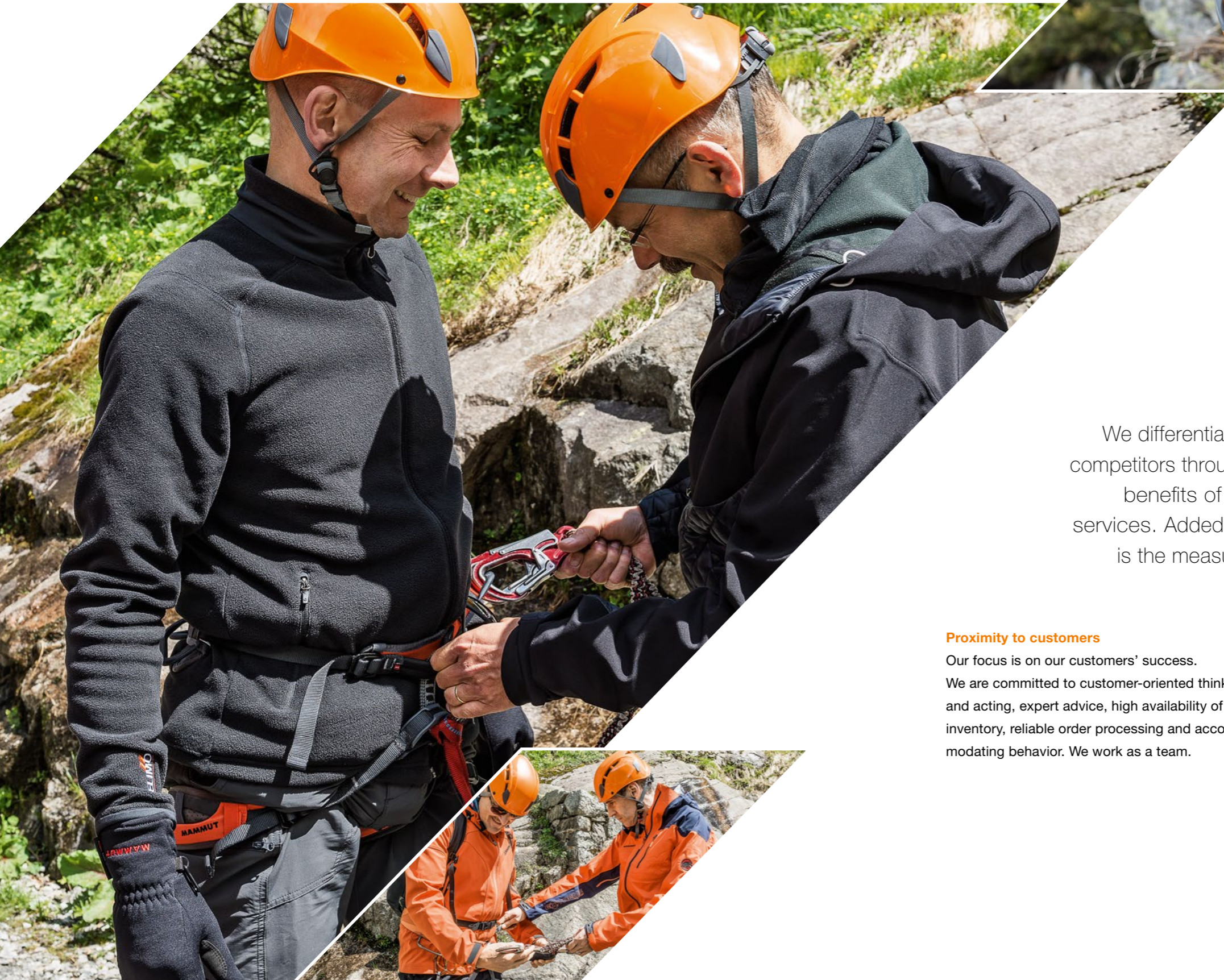


We offer our customers more value than they expect and more than others can offer. We can achieve this by delivering superior solutions. We must also offer operational excellence and two key aspects that are difficult to quantify but crucial to success: credibility and trust.



CUSTOMER VALUE

What we want to offer our customers



Double check



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We differentiate ourselves from our competitors through the higher customer benefits of our products and services. Added value for our customers is the measure of our success.

Proximity to customers

Our focus is on our customers' success. We are committed to customer-oriented thinking and acting, expert advice, high availability of inventory, reliable order processing and accommodating behavior. We work as a team.

Added value

We understand our customers' wishes, needs and challenges. We define and measure the quality of our services and the extent to which they exceed our customers' expectations. Customers recognize clear added value in our services compared with those of our competitors.

We speak our customers' language, and our organization has a presence in the most important markets.

SOLUTION LEADERSHIP

Why we're always there in the lead



Setting out



1500 a.s.l.

We help our customers by offering efficient and secure solutions providing more comfort, ease of installation and maintenance. We are continually investing in innovation so that we can develop superior solutions.

Focus

Our product focus is on heating, ventilation and air-conditioning systems. Belimo products contribute to the efficient fulfillment of basic needs, primarily comfort and security in indoor spaces.

We invest in intangible assets, particularly in research and in development of products, markets, employees and quality. We forego investing in assets that are not necessary to achieve the company's objectives.

Innovation

We see innovation as one of the most important factors for long-term success and technological leadership. Research and development works closely with customers to find innovative approaches and to verify ideas with potential for success. We are continually improving our products and services. We strive for market and technological leadership.

Brand strength

We aim to continually improve the perception of the Belimo brand through outstanding solutions that are well established in the market.

OPERATIONAL EXCELLENCE

How we ensure our peak performance



On the wall



1600 a.s.l.

Operational excellence ensures that the products we deliver are top quality, extremely reliable and competitively priced. Quality, deadlines and costs are our priorities.

Enhancement

We want effective and secure processes. We are constantly enhancing our processes by regularly checking the way we work. All employees are encouraged to suggest improvements. We learn from our mistakes by looking into the causes in detail and taking systematic steps to improve.

We strive toward cost-effective production. Thanks to customizing, we aim to efficiently fulfill as many individual customer requirements as possible.

Competence

We focus to improve our skills in those areas that allow us to deliver more customer value. This includes innovative research and development, cost-effective procurement, efficient final assembly, effective quality checks, outstanding customer advice, adaptation in line with customer requirements and reliable order processing and logistics. We source other areas of expertise from reliable suppliers, and we aim to work in close partnership with them. The criteria that apply to suppliers are similar to those that apply to us. We invest in our employees to enhance our skill levels.

To obtain optimum process reliability and to ensure extensive IT support, the processes are coordinated internationally where appropriate.

CREDIBILITY CULTURE

What values mean to us



At the crux



1700 a.s.l.

We attach great importance to high credibility among all stakeholder groups. We therefore encourage personal commitment and the courage to take risks, for the benefit of the customer. The team comes before the individual.

Respectful

In our dealings with customers, employees, shareholders, business partners and society we are helpful, honest and fair, open and tolerant, trustworthy and respectful. This allows us to achieve a high level of credibility.

We encourage our employees and care about their well-being. We favor a participative management style and an open, objective and friendly communication style. Constructive criticism is welcome. We value interested, enthusiastic and dedicated employees who act in a customer-oriented manner. We promote and reward teamwork.

Rational

We fulfill our duties objectively with integrity and common sense. We are loyal toward Belimo, supervisors, colleagues and employees. We respect and abide by the laws of the different countries in which we do business. We act fairly and ethically. We embrace cultural diversity.

Fair

Gifts do not influence our negotiations or the decisions we make at Belimo.

Our prices are fair and are geared toward long-term economic success for customers and Belimo. We do not enter into price agreements with competitors.

Responsible

We want to sustainably increase the value of the company for the benefit of our shareholders and ensure an appropriate return on their investment. We see income as the result of our activity.

We are also committed to the environment. We strive to use our resources sparingly. We avoid the use of materials that place unnecessary strain on the environment and are difficult to dispose of. We are mindful of energy consumption and the environmental impact of our products throughout their life cycle.



Code of Conduct



To the top



1888 a.s.l.

Belimo is determined to manage its business in compliance with high ethical standards and applicable law. Employees shall act accordingly.

Employee conduct

- We act with integrity.
- We generate trust and act in an authentic manner.
- We are respectful in our dealings with one another and support one another.
- We promote letting everyone have his or her say.
- We advocate safety and health protection.

Conduct in the working environment

- Ban on corruption and bribery.
- Avoid conflicts of interests.
- Employees' basic rights are respected.
- Prohibition of child labor.
- Promote the health and safety of our employees.
- Environmental protection is taken into account in compliance with legal and international standards. We use resources economically and make sure we keep our energy consumption low.

Conduct in relation to suppliers

We strive to establish a close partnership with suppliers in which we have the same expectations in the working environment of suppliers as we do of ourselves. Our separate "Code of Conduct" declaration is a binding expression of the expectations we have of our suppliers.

Conduct in relation to competitors

In compliance with local regulations, we abide by the following prohibitions:

- No price agreements
- No market and/or customer division
- No collusive tendering
- No disclosure of sensitive information
- No misuse of a market-dominant position

We recognize and act in accordance with pertinent international trade restrictions and regulations of various countries and international organizations such as the United Nations.



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