Endress+Hauser www.endress.com

# portrait

Presenting Endress+Hauser
Welcome to the
People for Process Automation







Seven of the 10,000+ People for Process Automation in the world: Melese Tilahun, Seride Akca, Susann-Elain Stahn, Armin Burdack, Enzo Alduino, Gisela Wladarz and Yu Ji (from left).

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## Welcome to **Endress+Hauser!**

Family-owned businesses are different – and Endress+Hauser is a very typical family-owned business. Our priority is not quick profit, but longterm growth and sustained value development. There is no need for us to be transfixed by the next quarterly figures; instead we have the next generation in mind.

This way of thinking beyond today characterizes our company and its corporate culture. From the very first day our focus has been on our customers with their needs, demands and requirements. It is for them we want to sustainably generate outstanding value with our products, services and solutions. Because we know if we succeed they will buy from us, time and again. This is the mainstay of our success.

Profit for us is therefore not the ultimate aim, but the result of good management. It is generated if we do things the right way. With the money we earn, we run a solid business, with the effect that most of the profits stay in the enterprise. This, in turn, allows us to develop innovative products and offers, to open up new markets and business fields, to invest in new buildings and plants and to expand our employment and expertise.

Our field of work – measurement technology for industrial process engineering – is exciting. Our instruments and devices play an important role when it comes to safely manufacturing high-quality products, effectively protecting our environment and making efficient use of natural resources. There is virtually no field where we cannot make a contribution to a better future.

Could we interest you? Allow your curiosity free reign! Find out more about our enterprise, the fields we work in, our corporate culture and our history. Discover the world of Endress+Hauser – and learn all about us, the People for Process Automation.





# Invisible technology

Wherever you look, you'll find something made by us. Whether you drink a glass of water, eat a sandwich, open a newspaper or take some medicine, whether a steel construction towers overhead or your plane takes off after being refueled – our products have always been working in the background.



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# A partner of industry

Wherever products are manufactured and materials treated, process engineering plays a part. We support our customers around the world in operating processes that are reliable, safe, environmentally friendly and economical.

You'll find industrial process engineering wherever substances are modified, combined, or converted – by mechanical means (such as grinding), thermal processes (such as by distillation), or by chemical or biochemical reactions (such as by fermentation). Often several process steps are needed to get the desired results.

There is hardly a product whose industrial production or processing is not based on process engineering. We need it in processes in the chemical, petrochemical and pharmaceutical industries, to make food and beverages, to treat water and wastewater, to process raw materials, to generate power and energy, to produce and process oil and gas, and in pulp and paper production.

Modern process engineering helps to precisely control even the most complex processes, from beginning to end, and to repeat the processes as often as needed, always with the same results. It guarantees consistently high quality levels at lowest possible cost, reduces the risk of operational disruption and production downtime, protects the environment and helps preserve valuable resources.

An insight deep into the process You have to know the key variables to control industrial processes safely and to operate plants efficiently. How much liquid flows through the pipe? What is the pressure inside the boiler? What is the temperature in the furnace? How full is the tank? Only when it is correctly measured can it be correctly controlled.

Efficient and innovative devices made by Endress+Hauser measure and monitor flow, level, pressure, and temperature, analyze liquids and gases and visualize and record measured values. Our instruments use a variety of different measurement principles to operate reliably and accurately in any situation. This gives us the confidence to offer a unique range of products for virtually any requirement and specification.

Our customers' needs and requirements are varied and highly demanding. That's why you'll find our instruments in literally millions of different design versions – matching the specific standards of the individual industry and application.

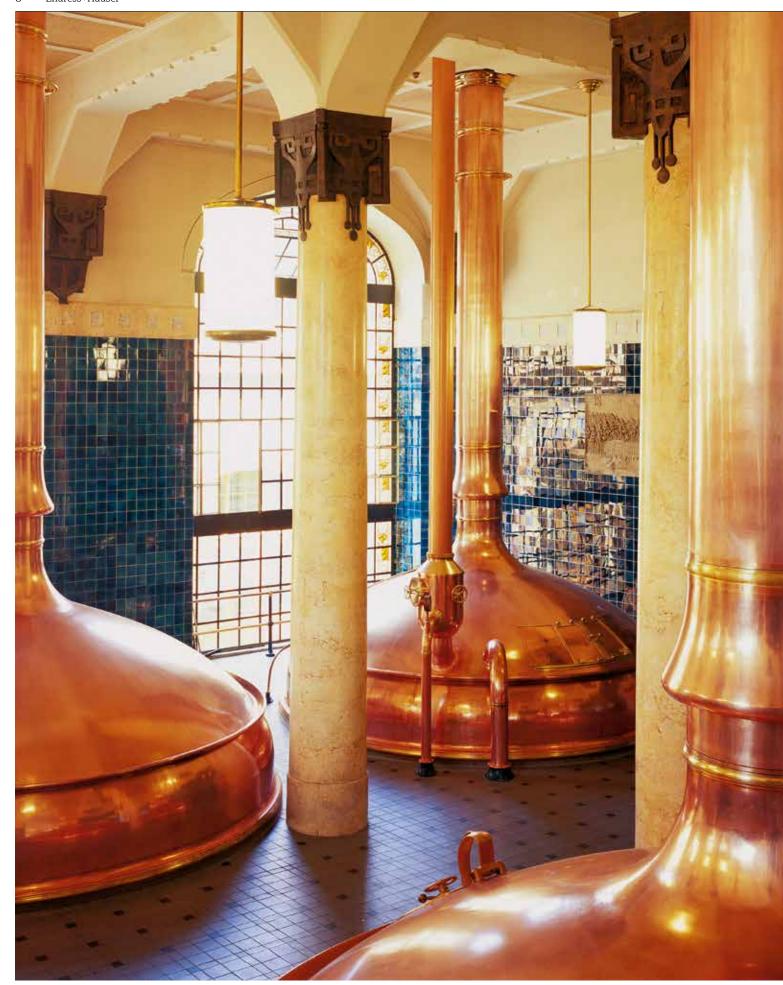
The harsh conditions in the primaries industry require particularly robust devices, while hygienic design is the number one challenge for materials and construction in the food and beverage industry. Processes in the chemical industry need intrinsically safe components, while the pharmaceutical industry demands that each and every step in production can be traced back with ultimate accuracy.

Comprehensive support We use components, software solutions and specific expertise to integrate our measuring devices seamlessly into a variety of control systems – or we develop and install complete automation solutions. With a broad range of services from engineering to commissioning, calibration to maintenance, we support our customers throughout the entire life cycle of their plant, sharing our knowledge with them in training sessions and seminars.

You'll also find our sensors in products with other brand names. Many plant builders and mechanical engineering firms rely on Endress+Hauser devices: our measurement technology is found in a range of applications from filling machines to dialyzers. In addition to production, we support logistics in inventory management and building services engineering with energy management. Our solutions monitor stocks as reliably as energy flow.



 $Made-to-measure\ support:\ every\ industry\ has\ its\ special\ features.\ Our\ customers\ rely\ on\ us\ to\ understand\ what\ they\ need.$ 



Tradition and technology: the 'Feldschlösschen' brew house in Rheinfelden, Switzerland.

## From a single source

Endress+Hauser is at home in many industries – for instance in the food & beverage industry. Let's take a look at a brewery to show how we support our customers.

To make sure that production runs smoothly and that the beer has a consistent taste, many parameters must be known and monitored. How much malt is left in the brewery's silo? How much water flows into the mash tun? What's the pressure inside the lauter tun? And what's the temperature in the wort chiller? Is it beer that flows through the tubes or is it rinsing fluid?

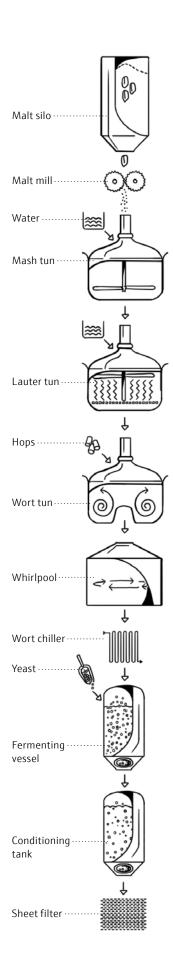
Level, flow, pressure and temperature measurement instruments plus sensors for liquid analysis help to keep all crucial process variables under control. For good results in every application, Endress+Hauser's instruments rely on different measuring principles. A vast choice in terms of material, equipment, connections and design allow each device to fit its measuring point. This is how our products meet virtually every conceivable requirement – for example the high hygiene standards vital in the food & beverage industry.

Our industrial expertise leads time and again to pioneering developments: for breweries, we've developed a simple method to determine the sugar content of the original wort – an important quality parameter in the brewing process.

**Complete basket** System components complete our offering. They supply measuring points with power, ensure the communication between our measuring instruments and the control system, and record process data safe from modification. What's more, Endress+Hauser's profound understanding of applications and processes make us the partner of choice for comprehensive automation solutions.

Energy management, for instance, would be a good solution for a brewery – a system collecting the full range of energy consumption data and supporting the visualization and analysis of all measured values. Or the continuous analysis of the device signals, allowing the maintenance technicians to service and calibrate the instruments at the right time. Working closely with our alliance partner Rockwell Automation, Endress+Hauser can fulfill the entire automation requirement including the control system, from design to commissioning.

**Support from A to Z** Permanent availability of their plants and systems is extremely important for our customers. This is why we rapidly deploy our engineers on site and offer round-the-clock hotline support. Software tools and web-based services make working life easier for our customers. And, of course, we offer our services in many of their processes, ranging from engineering to installation and commissioning right through to service and maintenance – with training seminars, service contracts, calibration services or energy efficiency consultancy.





Aware of the customer's needs: Ralf Matthaes develops new business fields for Endress+Hauser's level and pressure measurement engineering.



# Global yet local

Sales centers and representatives around the world provide support for our customers. Independent production centers provide expertise in their particular field. A lean organization coordinates this global network.

Giving responsibility, not taking it away: that is our underlying principle. We want decisions to be taken, with expert judgment, where they are to have an impact and where they can be implemented with speed. This is why the Endress+ Hauser Group is strongly decentralized. Our subsidiaries in sales and production – the sales centers and production centers – operate as legally independent entities.

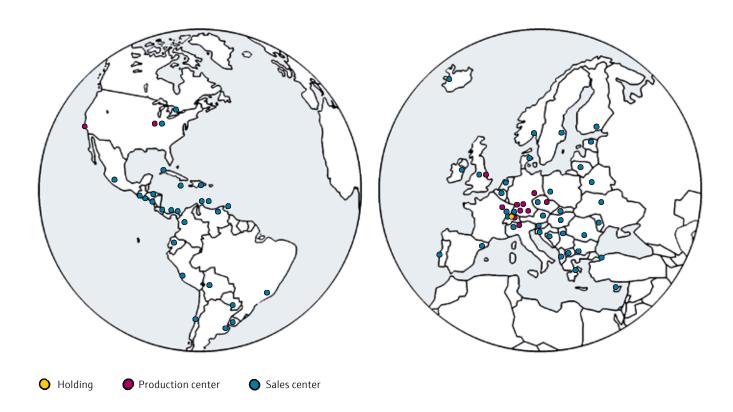
Close to customers Approximately half of our 10,000 employees work in sales. They look after our customers on a trusting and familiar basis, developed over many years. Our sales centers, over 45 in number, are national companies in charge of sales, marketing and service in their particular country. In places and locations where we are not directly present, selected distribution partners complete this close network.

Our production centers with headquarters in Germany and Switzerland focus on knowhow in production, product management and R&D as well as logistics. At these sites we also manufacture core components for our worldwide production. Plants in Brazil, China, France, India, Italy, Japan, South Africa, the UK and the United States assemble,

test and calibrate instruments and devices, mainly for regional markets. This helps us to serve our customers quickly, flexibly and individually anywhere in the world.

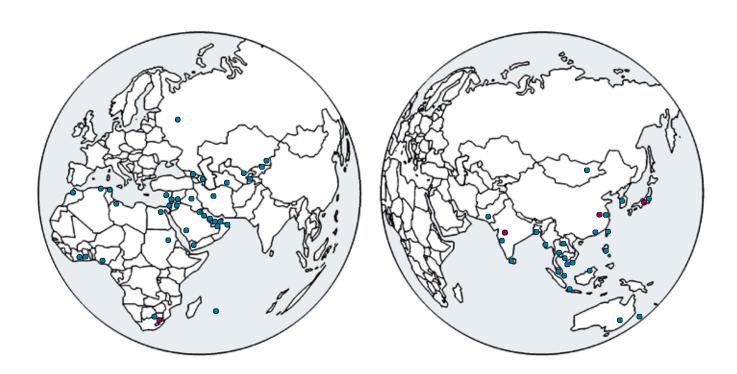
Lean structures The extensive network of sales and production is coordinated by Endress+Hauser Management AG. The company with headquarters in Reinach, Switzerland, is the receiving point for the management reports from each company and the point from where the cross-departmental tasks and processes are standardized and coordinated. Various support centers enable the Group companies to fulfill their tasks.

Endress+Hauser InfoServe in Weil am Rhein, Germany, plays a special role. The Group's IT specialist runs our data processing center and concentrates unique expertise for software and computer-assisted services and solutions.





Lean organization: a holding in Reinach, Switzerland, controls the Group.





## An ear for our customers

We speak our customers' language and we understand their business. This is why we can support them with tailor-made solutions, convincing them of the outstanding value of our products and services.

We know what our customers need and are always on standby – before and after the sale. Dedicated contacts support the global activities of our major customers and key accounts. Teams of industry and application specialists handle large and complex projects, on time and reliably. Industry managers look after the needs of the various business sectors.

When it comes to installation, operation and maintenance, our support is available throughout the entire life cycle of the plant, matching the customer's needs and applications. Training sessions, seminars and workshops keep our customers up-to-date with developments. Customer forums allow clients to become directly involved in our developers' work.

Presence and competence Staying in close contact with our customers is something we see as a matter of course. Wherever they are, meeting their requirements with the usual quality and speed is our major concern. Our customers are only a few mouse clicks away: Endress+Hauser has years of experience in e-business solutions. A wealth of services from the online shop via the e-catalog right through to customized procurement systems are testament to our 'e-competence'.



At eye level: we take time for our customers and their needs – as Tilo Dobrinski (right) from our calibration service in Germany.

### Facts & figures

- 100,000+ customers worldwide
- More than 2 million products supplied per year
- 2,000 products in over 1 billion design variants for virtually every requirement
- Customized production within 10 days
- 7.5 percent of turnover goes into R&D
- 900 employees work on new products and technologies
- 230 new patents filed every year
- 5,300 'live' patents and patent applications



Strong focus: our products are made with utmost care and attention. Sébastien Boeglin works in flowmeter production in Reinach, Switzerland.

# A solution for every task

Endress+Hauser provides customers with hundreds of thousands of measuring points every year. Yet we are not a mass producer but rather an industrial microbatch manufacturer: virtually every device is unique, selected from a catalog with 2,000 different products and one billion available design variants.

Our equipment allows us to meet almost every customer requirement, no matter which processes, materials, connections, housings or certificates are needed. To handle this wealth of variation we use modern, highly automated production plants, which are constantly updated to meet the latest state-of-the-art standard. But above all, our employees remain highly flexible.

To a large extent the teams operate independently. Production workers are trained to change from one workspace to another as required. With our flat hierarchies, our people bear a lot of responsibility and enjoy great freedom. We rely on a qualified and highly motivated staff, offering them a broad range of training and further education opportunities.

Our customers call the shots, even in terms of production: everything is order-controlled. We produce solely to order – within only a few days. Our internal quality control ensures that each production step can be traced, helping us to learn from errors and continuously improve processes.

Innovation from day one We work in an environment where continuous improvement is not an empty phrase. This gives us the confidence to deliver the quality our customers expect and we promise. It also gives us the confidence to remain competitive in the future and to offer our customers the best cost/benefit ratio.

In 1953 Endress+Hauser was a true pioneer in electronic measuring technology. Since then we have continued to convince our customers with trailblazing products and solutions. Our computing center keeps track of data on 20 million installed devices. Through the serial number, we can access all the important instrument-specific information, including the relevant software and documentation, anywhere in the world and at any time.



#### The Endress+Hauser production centers

#### Endress+Hauser Maulburg, Germany

- Level measurement
- Pressure measurement
- Tank gauging

#### Endress+Hauser Flowtec Reinach, Switzerland

Flow measurement

## Endress+Hauser Wetzer Nesselwang, Germany

- Temperature measurement
- Data acquisition
- System components

#### Endress+Hauser Conducta Gerlingen, Germany

- Liquid analysis
- Samplers

## Endress+Hauser Process Solutions Reinach, Switzerland

- Automation solutions
- System integration
- Engineering services



Teamwork: Karin Ruffieux, Antonio Ruiz, Lisa Krebs, Isabel Jeske-Küll (from left) and Eugen Chiorean (standing) appreciate our efforts to create an environment in which our employees can thrive.

# A powerful culture

Family-owned businesses are different – and we are a typical family-owned business. We rely on robust values and follow clear principles. This attitude has grown into a very special corporate culture over the years: the unmistakable Spirit of Endress+Hauser.



## Success for all

Customers are at the center of Endress+Hauser's business. We are striving for a long-term relationship built on reliability and mutual benefit. It's the only way to achieve success and meet our corporate responsibility.

We strive to sustainably generate outstanding value for our customers. All our actions are defined by our customers' desires and needs, which is both our challenge and our driving force. It spurs us on to develop new products, services and solutions; innovations which fire our success and allow everybody involved to benefit from a close partnership.

We strive for loyal relationships with our customers, associates and partners – in a spirit of fairness and partnership, borne of and driven by quality and mutual benefit. We recognize that we should take the first step in showing respect and trust – and we firmly believe that a company with many loyal customers, associates and partners will be more successful in the medium and long term.

Loyalty means close ties between people. We strengthen the ties among our 10,000 plus staff worldwide by providing the People for Process Automation with prospects and security. We try to inspire our people with enthusiasm for our company – and are rewarded with exceptional commitment.

We are set for growth – but not at any cost. Being a family-owned business allows us to pursue long-term objectives without being fixed on quarterly results and stock exchange prices. This enables us to develop sustainably in every respect. It's also of great benefit that our equity ratio has now reached more than 70 percent. This financial power makes us independent from external investors and enables us to develop using our own means.



"Social responsibility and business success go hand in hand – as shown by the integration of people with disabilities."

Nikola Kafadar, Head of Production 'promonta', Eingliederungsstätte Baselland



"The opportunities for professional and personal development are great. The working environment is international, the atmosphere familiar."

Dominique Berger, student of applied informatics, Endress+Hauser InfoServe



"A drinking water project has brought us into contact with Endress+Hauser. Collaboration is creative, open-minded and target-driven."

Professor Peter Huggenberger, Head of Applied and Environmental Geology, University of Basel Strong partnership We know that strong partners make us even stronger. This is why we cultivate good relationships and contacts. Products made by efficient partners complete our own product range, and we rely on broadbased alliances when establishing new technological standards. We network closely with universities, research institutions and associations, which makes for a fruitful exchange with the scientific community and with practitioners. We communicate openly and fairly, both with the outside world and internally.



"Our customers' needs are constantly changing. But with experience and creativeness we always find a solution."

Alexander Koprian, Head of Department Direct Sales, OEM and Labels, Endress+Hauser Maulburg



"The way Endress+Hauser communicates is transparent and unobtrusive. This makes the company credible and friendly."

Rahel Koerfgen, journalist, business editorial team of 'Basler Zeitung'



"Our corporate culture, the Spirit of Endress+Hauser, appeals to people, no matter from which cultural background they come."

Yu Ji, strategic purchaser, Endress+Hauser Maulburg

## Corporate orientation

Business success demands a clear orientation. Our vision statement defines our overall ethos: that's how we want our customers to see us and experience the People for Process Automation. The mission statement is the assignment deriving from that, giving us direction. The ten principles of the Credo lay down beliefs we must uphold on our way.

#### Vision

Customers perceive Endress+Hauser as an international automation solution supplier, with a wide range of process measurement instrumentation and a strong presence worldwide.

We develop our employees, we foster a responsible attitude towards the community and our environment, while ensuring business success.

#### Mission

We strive to sustainably generate outstanding value for our customers.

To achieve this we develop, manufacture and sell sensors, components and systems that gather, transfer and process information from industrial processes. A comprehensive range of services supplements these offerings. In cooperation with partners, we help our customers to operate their processes for reliability, safety, environmental compatibility and efficiency.

#### Credo

**Customers** We learn from the customers we serve.

**Strategy** We concentrate our resources on business we understand. **Autonomy** We protect our status as an autonomous and independent corporation.

**Organization** We believe in autonomy and decentralization, while appreciating the necessity of certain centralized functions.

**Leadership** We encourage our employees to take responsibility for their actions. We manage by open communication, agreed goals and performance reviews.

**Quality** We strive for exemplary quality in our products and services. **Employees** We seek motivated, committed and actively involved employees.

**Communication** We speak openly with one another. We handle information freely and responsibly.

**Creativity** We wish to create an environment that is conducive to progress and innovative ideas. We encourage our employees' creativity.

**Profit** We recognize profitability as the driving force of our corporation.





# Giving and taking

We owe our success as an enterprise to the skills and the commitment of our employees, dealing with each other fairly and sharing common goals and values.

We offer our employees fair salaries and wages and above-average social benefits. We give them freedom in their personal advancement and professional development, attention to their concerns and reward for their achievements. Each year we award many prizes for special efforts, honoring our people for cutting-edge inventions and improved work processes, for successful customer support and outstanding business success.

We are pleased that personnel fluctuation in our company is low and that we can most often fill vacancies quickly. Many of our people have worked for us for many years, some even since the days of their training or apprenticeship. All of them are proud to wear their badge of honor that we award for many years of loyalty to the company – another strong symbol of identification with their employer.

Across borders On average every Endress+Hauser employee takes part in further training twice a year. We have bundled our training offering under a single umbrella. Whenever we can, we draw our executives from our own ranks.

We train many of our specialists and skilled people ourselves. Over the years we have given more than 1,800 young people a solid vocational or professional foundation. Our apprentices also have the opportunity to gather experience abroad. We cultivate close contacts with colleges and universities all over the world. Every year, more than 300 trainees and students enrich our working life with their knowledge and ideas. We are pleased that many of them stay with us after their graduation.

Supporting and demanding: we want to evolve side by side with our employees. Jessica Kliemann works in the technical documentation department in Maulburg, Germany.

# Responsibility for the whole

At Endress+Hauser, we want to live up to our corporate responsibility. Environmental protection and the welfare of our society are inextricably linked with our business success.

Our own production meets the most stringent and latest ecological standards and is among the pioneers of environmentally-friendly technologies. Many years ago, we developed a method for the lead-free soldering of electronic components – introducing the method without being required to do so by law. Our solutions for energy management also help to reduce our own consumption.

When selecting our suppliers, we make sure they have the appropriate certificates for environmental and energy management. Wherever possible, we keep the distances short by sourcing materials and components locally. When developing new products, we closely consider the carbon footprint. Light-weight construction and energy-saving electronics make modern devices ever more environmentally friendly.

As a family-owned business, we think long-term when it comes to economic issues. For us, profit is not the ultimate aim, but the result of good management. Most profits remain in the business and are reinvested: in the development of better products, in opening up new markets, in buying more efficient plant and equipment, in new buildings, in the training of our people.

**Sharing success** We take social responsibility as an enterprise seriously. Our most important contribution is employment – the mainstay of prosperity in every society. We are also socially involved in many ways at our different locations around the globe.

We support youth work and further education, the arts and sport. Our production sites also give work to people with disabilities – our co-operations with the appropriate institutions are long-standing and successful. We specifically support development projects. With trusted local partners, we reach the people in need quickly and with minimal red tape. We want our work to help and to be effective beyond today.

We do all this from the deep conviction that we must let others share in our success if we want to be successful not just today, but also tomorrow and the day after. Then – and only then – can we meet our economic, ecological and social responsibility.





## Corporate culture

Simply knowing the written laws of the company is not enough. What matters is to live up to the corporate culture and to make sure that the unwritten laws are observed. The Spirit of Endress+Hauser puts into words which values and convictions are important to us – just think of it as a type of instruction manual for day-to-day working.

#### Spirit of Endress+Hauser

#### **Key principles**

- Customers always have priority.
- First serve, then earn.
- We cultivate an atmosphere of trust.
- We learn from mistakes.
- Loyalty and corporate social responsibility are core values.
- We communicate openly and in a constructive manner.

#### Leadership

- We lead by setting examples.
- We challenge and support our employees.
- We encourage individual development.
- We cultivate team spirit.
- We give recognition.

#### People

- We are modest.
- We live up to our convictions.
- We never give up.
- We work well together and we are friendly to each other.
- We put common interest before self-interest.
- We encourage diversity.

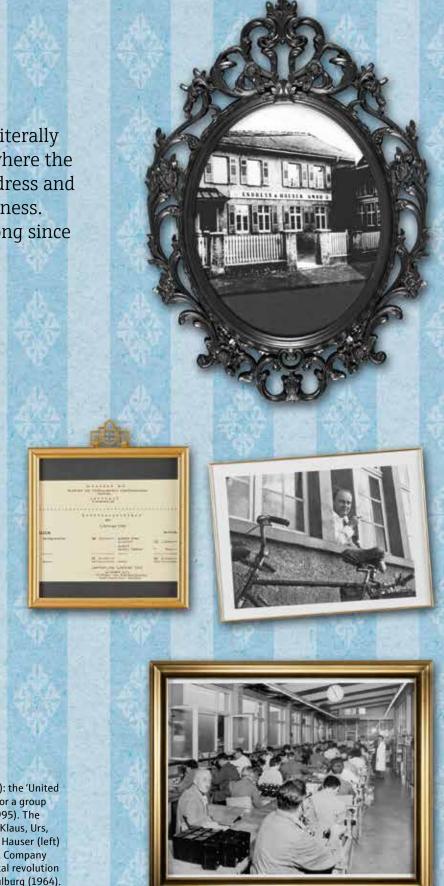
#### **Priorities**

- What we do is important to our customers.
- Doing the same things the same way, and right from the beginning.
- Evolution not revolution.
- Solving problems at their source.
- We trust people with responsibility.

Solid foundations: for many years we have helped young people to enter work – as in the Youth Engineering Center in Maulburg, Germany.

# Six eventful decades

Endress+Hauser's success story literally began in a back room in 1953, where the company's founders Georg H Endress and Ludwig Hauser started their business. 60 years later the start-up has long since grown into a global player.



A glance at the photo album (left to right and top to bottom): the 'United Cabin Works' in Lörrach, Germany (1957). Employees pose for a group picture (1981). Georg H Endress hands over to son Klaus (1995). The 'demo car' serving as a mobile exhibition (c 1965). Brothers Klaus, Urs, Hans-Peter and George A Endress (from left, 1995). Ludwig Hauser (left) and Georg H Endress (1960). Opening balance sheet (1953). Company founder Georg H Endress at his office's window (1955). Digital revolution (1984). Georg H and Alice Endress (2003). Production in Maulburg (1964). Beginning of global expansion (1970s).



## Visionary founders

Growing from a small business to one of the major suppliers worldwide, Endress+Hauser has experienced both turbulent times and rampant growth. But sustainable success has been at the core throughout.

In 1953 two seemingly different men came together to set up a new company in a private apartment in Lörrach, Germany: one was the Swiss engineer Georg H Endress, just 29 years old, tall and strong, the other 58-year-old German bank manager Ludwig Hauser, clearly older and slim in stature.

However, these unlikely business partners proved to be a perfect match. Endress' far-sightedness and Hauser's

caution proved to be the cornerstones of success. The young engineer clearly saw the opportunities that the new electronic level measurement technique had to offer. Up until then, measured values had to be read and gauged by hand. The experienced banker took a careful approach to business and steered the company safely through the turbulent early years.

### Milestones

L Hauser KG is founded in Lörrach, Germany, on 1 February 1953 The first products are manufactured in a former carpentry workshop in Lörrach

Transistors replace electronic tubes

The company, with 120 employees, moves to new premises in Maulburg, Germany A holding company for the young Group is founded in Basel. Net sales exceed 13 million Deutschemarks

Georg H Endress files his

first patent

application

The young company takes the name Endress+Hauser. Turnover exceeds 1 million Deutschemarks First sales centers open abroad, in the Netherlands and Switzerland; France and Belgium follow soon after Endress+Hauser unveils its first flowmeter



G H Endress with employees in 1955



First production facilities in Lörrach, Germany (1956)



The company logo in 1957

The starting capital of L Hauser KG was 2,000 Deutschemarks. The first 'operating facility' was in a room in Hauser's apartment in Lörrach. Incidentally, the firm's name came from Hauser's wife Luise: the entry in the commercial register of 10 February 1953 lists her as shareholder. The company first traded under the name Endress+Hauser in 1957.

**Generation change at the top** Georg H Endress led the company for four decades. He opened up new markets and fields of application, developing the company specializing in level measurement into a supplier of complete solutions for the processing industry. By 1995, when he handed the

management of the company over to his second eldest son, Klaus, the backroom business had grown into a global company with 5,000 employees.

Klaus Endress (born 1948) single-mindedly continued his father's work and developed it, over time leaving his own managerial mark. He successfully met the challenges of a globalized world, recognizing the significance of services and solutions. Klaus Endress continues his commitment to a strong company culture and follows the strategy of sustainable growth.

In addition to Klaus Endress, three of the company founder's other sons are actively involved in the company: Hans-Peter Endress helped establish the branch in the

The Group expands into the United States and – through a share in tank gauging specialist Sakura – to Japan The company adopts a modern organizational structure

The 10th Endress+Hauser sales center opens in Norway Ludwig Hauser dies at the age of 80. The Endress family

becomes sole

shareholder

1975

Acquisition of Conducta in Gerlingen, Germany (liquid analysis)

Endress+Hauser Flowtec (flow measurement engineering) is founded in Reinach, Switzerland

1,085 employees generate net sales of 100 million Swiss francs

With 1,714 employees the Group achieves net sales of 184 million Swiss francs

Senior partner Ludwig Hauser retires at the age of 76

The oil crisis impacts Endress+ Hauser's finances heavily. 74 of 710 employees are temporarily laid off Takeover of the long-established Wetzer company (measurement registration) in Nesselwang, Germany

1976

Microprocessors facilitate selfmonitoring measuring points The Liquiphant level limit switch perfects tuning fork engineering



In 1971, Ludwig Hauser (right) retires



Crisis: reduced hours in 1975



Acquisitions like Conducta in 1977 expand the portfolio

United Kingdom, Urs Endress manages the French sales center, while Dr George A Endress is Vice President of the Supervisory Board of the Endress+Hauser Group.

A charter for the family Today, Alice and Georg H Endress' eight children and their families each hold a twelve percent share in the company. An additional four percent has been placed in the late Georg H Endress' non-profit foundation. Since the company founder's death in 2008, the foundation has continued to honor his social commitments.

The family of shareholders has drafted a charter regulating their relationship with the company and between the family members. The Endress Family Charter is designed to

promote family bonds, to introduce younger members of the family to the business, and to prevent any disagreements among members of the family from affecting the company. The charter lays down, for instance, under which conditions and in which position family members can work for the company.

Last but not least the charter is a clear declaration: set for long-term sustainable success, Endress+Hauser is to remain in family ownership as an independent and autonomous business.

### Milestones

The RackSyst model heralds the age of digital communication for measuring devices Focus on Asia: after Hong Kong, Malaysia and Singapore, sales centers in Thailand, China, Korea and India follow

The fieldbus standard developed by Endress+Hauser becomes established

Generation change: Klaus Endress becomes CEO of the Group

1984 1985 1986 1988 With 4.000 employees the Acquisition of The m-point is presented -Net sales cross the first Endress+Hauser company's net sales cross the Sicestherm the threshold flowmeter based on the 500 million Swiss franc mark (temperature of 1 billion Coriolis principle measurement Swiss francs With new subsidiaries in engineering) Canada and Spain the The Maulburg plant expands in Italy operations into the field of company now has a total pressure measurement of 20 sales centers engineering



The Liquiphant - a success since 1983



Klaus Endress (left) becomes CEO in 1995



Sensor production in 1997

Establishment of Endress+Hauser Process Solutions (automation solutions) in Reinach

New production facilities in Aurangabad, India

Opening of production facilities in Suzhou, China

2004

The Endress family shareholders draw up their own charter

2006

Company founder Georg H Endress dies at the age of 84

In Venezuela the 40th sales center is opened

2008

A new production center opens in Itatiba, Brazil

Acquisition of the US company SpectraSensors (gas analysis)

2012

1999 2000 At the turn of the millennium the company has over 6,000 employees. The 30th sales

center opens,

in Chile

The Supervisory Board of the Endress+Hauser Group is established with Klaus Riemenschneider as President

2002

Acquisition of sensor manufacturer, Innovative Sensor Technology IST in Wattwil, Switzerland

2005

Introduction of pH probes with trail-blazing Memosens technology

The Group's net sales cross the 1 billion euros threshold for the

2007

first time

Acquisition of Systemplan, Germany (energy efficiency consultancy)

2011

The Group's net sales exceed 1.5 billion euros

The company celebrates its 60th anniversary. Head-count exceeds 10,000

2013



In 2006, the Endress family draws up a charter



G H Endress dies in 2008



In 2011, Endress+Hauser's net sales exceed 1.5 billion euros

