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LIFE.

IN-HOUSE MAGAZINE



Daetwyler



EDITORIAL

IT IS OUR HIGHEST GOAL TO SURPRISE OUR CUSTOMERS WITH OUR QUALITY AND SERVICE PERFORMANCE.

I'm sure most of you have stayed at a hotel. I have stayed in so many hotels that it is impossible for me to remember all of them. But there is one thing that I like to recall.

I was on the road all day and arrived late at a three-star hotel which I had reserved online. When I was check in, they welcomed me by name, and to my surprise, told me that they had taken care of the check-in already. This encounter took all but a minute, and I was on my way to my room. Much different than some other hotels, where check-in could take 10 - 20 minutes at times.

It was the same with check-out. I was positively surprised and expressed my thanks for the fast service. Leaving the hotel, the General Manger was present and gave me his personal goodbye. I thought that was very nice as I had not expected it.

When I got to my car, I noticed that it had been washed on the outside, and there was a note under the windshield wiper. It said, «Have a safe trip Mr. Diemand, and we hope to welcome you back soon.»

It is those little things that stand out from mediocrity. I didn't have to pay extra - but the service aspect and mentality were phenomenal, and when possible, I made sure to consider staying at that hotel. Yes, this particular hotel does things a little bit better than the others.

That, to me, is customer orientation.



Pascal Diemand
CEO Rotoflex AG

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TO CONVERT THE CHOSEN TACTIC AND STRATEGY PRECISELY

A STRONG TEAM ALWAYS MAKES A DIFFERENCE.

Do you work in a strong team? Do you truly know what defines a strong team?

Literature is full of many superficial definitions on or about teams. From my perspective, there really is no standardized approach to forming a strong team.

In soccer, one can easily observe how a strong team functions.

In preparation for the game, a concise direction is needed by the Trainer/Staff, outlining the game strategy and assigning tasks to individual players.

When applied to the business world, it is not much different. An announcement is needed of where the company wants to be (vision) and how the company plans on getting there (mission/strategy).

In the game, it is important to convert the chosen tactic and strategy precisely. Every position has to complete the task in such a way that mistakes by other players can be corrected unselfishly. There is no time to stop to criticize the player - the opponents could score in the meantime.

We have the same situations, here at work. We sometimes discover errors made by our colleagues. In a good team, the team irons out the kinks for the good of everyone. If we only point to errors, it's an opportunity missed to find the solution.

A good team also creates many opportunities. And it doesn't matter if not every opportunity leads to a score. But eventually, many opportunities will result in one.

In work life, this too has great meaning. The team has to work toward opportunities, win new orders. Looking at it from that viewpoint, a lost opportunity is not a disappointment, but only a confirmation that the chosen path is correct.

A successful and strong team focuses on generating new opportunities. Open and direct ways of communication are essential. This in turn is only possible when there is trust. Trust is connected to loyalty. Loyalty is earned through respect. In a respectful environment, it is possible to discuss even controversial issues and to find the best solutions together.

« A STRONG TEAM FOCUSES ON GENERATING NEW OPPORTUNITIES. »»

It requires a lot of work to be a strong team. But it is a must if one wants to be successful.

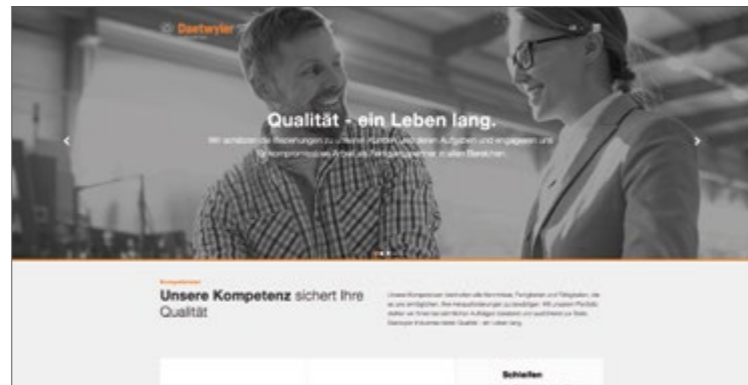
Pascal Diemand
CEO Rotoflex AG



INDUSTRIES.DAETWYLER.COM

OUR NEW HOMEPAGE.

May we introduce: Our new homepage. In today's world of indispensable smart phones, tablets, and various mobile devices, all with different display sizes and resolutions, it is a must to align the company's website so that it represents a uniform look as well as provides a clear overview to its visitors.



Website landing page with the motto «Quality for a life»

According to our motto «Quality for life», images and written content were reviewed, adapted, and/or recreated - in a team setting. The necessary work was done and consolidated in record time so that the planned «live» date was not jeopardized.

The end result is more than convincing. Whether you are a customer, partner, or merely an interested party, you will encounter a clearly structured overview, and within, an even more detailed overview over the core competencies and performance portfolio of Daetwyler Industries – all without complicated searches.

Our improved Newsroom page will give you regular updates on the latest happenings, as well as news about the company, products, and events.

Enjoy discovering our new homepage. We look forward to your feedback and encourage suggestions and comments; good and bad.

Toni Jäggi

Projectleader / Head of Sales

« QUALITY FOR A LIFE. »

At the same time, the locations Urnsbach and Tallin were integrated, as well as the divisions pipe bending and microwaterjet.

MEWAG AND MICROWATERJET IN URNSBACH

THE STORY CONTINUES.

MDC Max Daetwyler AG together with the product lines MEWAG and Microwaterjet have moved to a new production location.

It's been a while since MEWAG and Microwaterjet have appeared in Daetwyler Life. Therefore, we were even more thrilled when we were asked to contribute an update for this edition. So, let's start by looking back on some of our recent years.

MEWAG & Daetwyler: 6 years in the making

Lots has happened since MEWAG Maschinenfabrik AG sold its operation to MDC Max Daetwyler AG in November 2013. The goal was the development of several new machine types to bring

MEWAG back on top. In April 2014, Fässler AG was added to the Daetwyler Group with its gear honing machines. After just one year, it became clear that the successful development of two very demanding product categories in a difficult market setting would be tough to realize (Swiss Franc currency strength). Therefore, Daetwyler decided in September 2015 to concentrate its efforts on Fässler and to focus MEWAG operations on standard machines as well as customer service and toolmaking.

Since then, current customers and niche markets are supplied with MEWAG machines. As an example, a SAPHIRE 130 S was delivered to an existing customer in 2016. The unit processes 6-meter long pipes in one cell automatically into short pipe fittings. Loading and unloading happens via a separating magazine, which was developed and built by Daetwyler. A bending head with a built-in circular saw unit allows cutting of the fittings directly on the unit. This unit was also created by Daetwyler. For current systems in the field, a system control upgrade

was developed and then implemented successfully in the market, which allows the customer to get many additional years from his or her MEWAG machine with only a minimal investment.

Beginning in 2019, the SAPHIRE 100 MD CNC—which was conceptualized for niche markets—started to gain traction. We secured various domestic and international orders for this machine type as customers were sold on its high degree of flexibility as well as its unique application possibilities. Additionally, the unit allows for quick installation at the customer site and is therefore ready for production in no time. We proved this, once again, in September of last year when the customer was able to use the machine for production within 2 weeks of initial shipment. To see a smiling customer after machine acceptance speaks for the quality of the system and the great work performed by Daetwyler. Customers agree, the MEWAG machines have proven themselves as being robust, reliable, and of top quality. However, should there be a problem, a competent and friendly service team is ready to assist the customer.

We're into details

It's been a while since Microwaterjet had found its home in the Industries Division, and it was attended to by Marc Friderich and his team. With the decision to focus on Fässler in 2015, service for Microwaterjet was therefore integrated into the MEWAG service team. The sales of Microwaterjet systems remained in the hands of Fredy Moser.

Thanks to him, we gained many new customers, plus we were able to establish a sales rep in France. Our precision waterjet machines are convincing with their reliability, and embody the typical Swiss trademarks of precision and quality. One of our customers in Germany, who purchased such a unit last

year, summed up his satisfaction as follows, «This unit is the best investment in years. We are thrilled.»

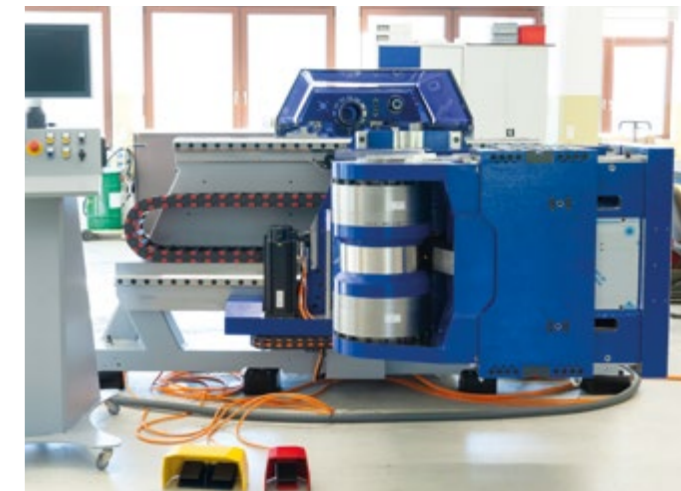
Assembly in the hands of service

After it became clear that the Fässler honing business was going to be sold, some thought was given to the structure of the MEWAG and Microwaterjet organizations. The goal was to reduce redundancies and to utilize synergies in Urnsbach's competencies in parts manufacturing and contract servicing. In a first step, the decision was made to integrate machine service into customer service.

Since the end of 2018, service technicians Robin Jost and Stanislav Kojc have learned to build a Microwaterjet F4 from the ground up. Soon thereafter, they single-handedly assembled a SAPHIRE 100 with electrical support provided by Urnsbach's Markus Zaugg and Hans-Ulrich Fankhauser.

Move to Urnsbach

It finally happened in October 2019 – MEWAG and Microwaterjet moved to Urnsbach and they were integrated into their new location. The second floor was to be the new home of pipe-bending and waterjet machines. When the offices were ready for customer service, work began on a SAPHIRE 100 MD for an existing customer. Another new challenge: transporting the long and heavy machine parts up onto the second floor. With combined efforts, the Daetwyler team managed this successfully, and the manufacture of the new order began. Together with Dietmar Bäurer, we could freely design and establish our new domain according to our needs. We are especially proud



The first SAPHIRE 100 MD, finished in Urnsbach

of our clean and orderly inventory of hardware, which appeals to many Urnsbacher.

Unified forces

The integration of MDC Bleienbach into MDC Urnsbach was a major and important step. So many synergies could now be utilized, plus there are improved efficiencies with closer proximity to production and service.

MDC Urnsbach produces many of the MEWAG parts. In case of questions, a quick visit to the production area takes care of them; no more wasting time and resources driving back and forth.

In order to introduce the new organization to the outside world, we will host a customer event in Urnsbach at the beginning of April 2020. With an «organized tour», the customer will become familiar with our production and our project management.

We are certain that this customer event, especially with MEWAG and Microwaterjet customers, will create renewed trust and also secure Daetwyler's name recognition in the market.

Nadja Eggimann

Teamleader Customer Service

NEW INTRANET ON SHAREPOINT

COMMUNICATION ON ONE LEVEL.

Company news, employee information, SC-Langenthal tickets, or impressions from events. What used to be communicated via internal emails or bulletin boards will now be publicized on Daetwyler's Switzerland Intranet.

Office 365's platform offers many new possibilities of communication within the Daetwyler Group. Modernization of the bulletin board was the first step in utilizing Sharepoint as a collaboration tool. In cooperation with our integration partner, all requirements were collected and a corresponding layout was developed.

The new platform makes it possible to share news and information on the entire Daetwyler Group while also allowing to publicize individual departmental subjects. Thanks to the digital platform, news are available anytime to anyone.

A cross-corporate team is responsible for the content of the Sharepoint site. Furthermore, every employee has the chance to actively participate as each post will have a comment function, and ideas for articles can be submitted to HR at any time.

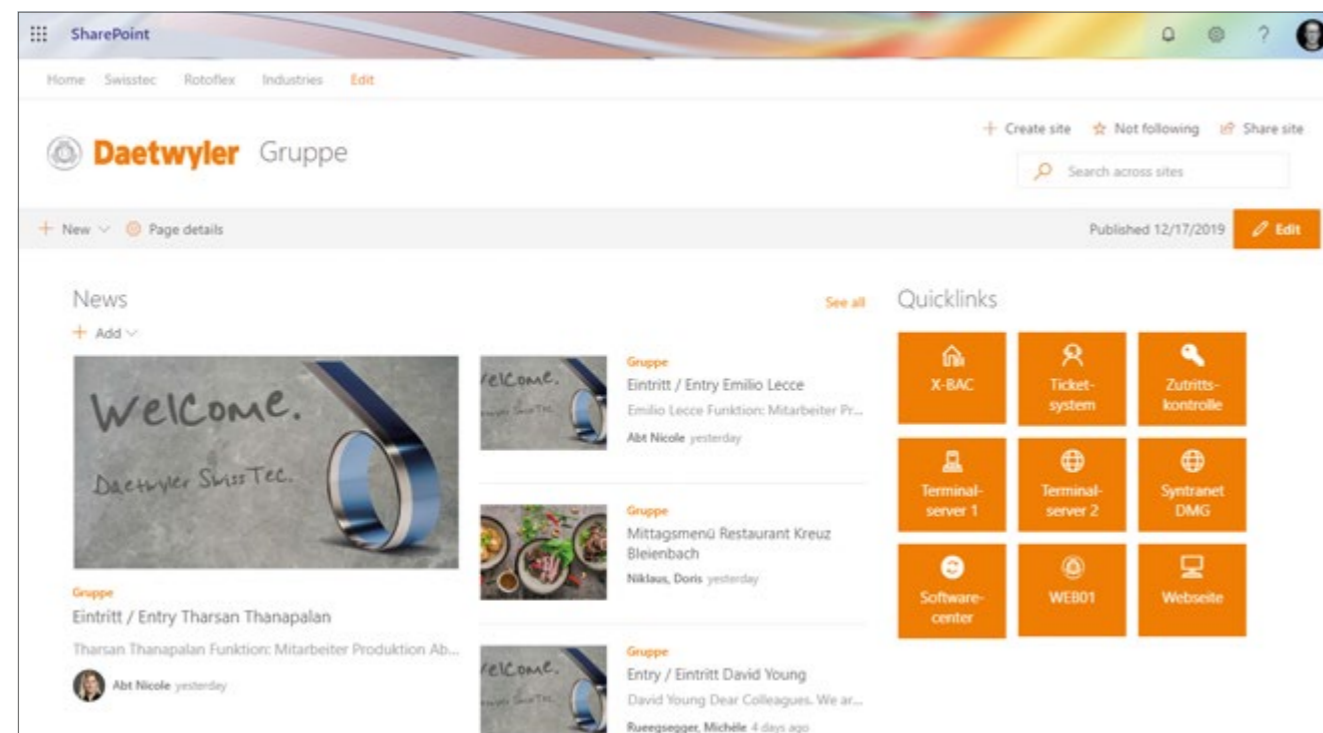
In the future, the Office 365 collaboration tools will be used in a goal-oriented manner. In order for the programs to support the processes and application areas, they will be selected according to their needs and then implemented. To further Daetwyler locations world wide in the future, Daetwyler locations with Office 365 will also have possibility to one day implement an Intranet.



Here we even realize projects: Logo of «Microsoft Teams».

Rolf Nussbaumer
IT Manager

* Collaboration tools are programs that support tasks across many different team levels.



ONE GOAL: TO RECOGNIZE THE CORRELATIONS AND COMMUNICATE TO OUR CUSTOMERS.

INTERNATIONAL SALES MEETING 2020 IN STUTT GART.

The representatives of each subsidiary as well as the entire sales team of Swisstec were invited to Motor City Stuttgart, where Mercedes Benz and Porsche have their headquarters.



Photo, from left to right: Thomas Sprinzing (Stuttgart University), Birol Erol, Markus Resing, Fatih Kucuk, Perry Stacks, Alexey Chubykin, Wilm Gers-tenberger, Clinton Lovell, Tatiana Pivak, Jürgen Tönnies, Albert Torrent, Ivan Kondratev, Thomas Rother, Fabrizio Fezzuoglio, Sachin Vaidya, Carina Engel, Cameron McIntosh, Jürg Aeschlimann, Olaf Segbert, Ralph Daetwyler, Amit Punjabi, Joseph Shi, Nathan Clarke, Chris Teachout, Lars Lieb und Prof. Armin Weichmann (Stuttgart University).

University for Media Studies (HdM)

This year, we met at the Stuttgart University for Media Studies, which is a state university of Baden-Württemberg, educating students on subjects of information and communication technologies. The university also integrates know-how from the former University for Print and Media - a traditional apprenticeship training platform for print and media - as well as the University for Library Systems and Information Technologies Studies.

The focus of this year's sales meeting was a two-day training centered around gravure cylinders; from gravure manufacture all the way up to printing. Under the direction of Prof. Armin Weichmann, the university not only teaches in theoretical for-

mat, but is also very hands-on. The university in Stuttgart houses complete prepress capabilities (gravure and flexo) with correlating gravure and flexo printing units from Bobst. On the first day of training, all eyes were on gravure manufacture. Prof. Armin Weichmann's team taught our team members on the various surfaces found in gravure, during prepress (reproduction) and cylinder manufacture, including electro-mechanical engraving. An engraver unit from the company Hell from Kiel was used.

On the second day of training, we spent our time at the printing press (gravure), where, together with the staff of the university, we tried various settings and observed their outcomes in real-time. At the end of

the training, we discussed all results, and it was especially interesting for our technical sales team to see how the printed result can be influenced positively or negatively through the printing media itself. Ultimately, that was the goal of this training: to recognize the correlations and to be able to communicate possible scenarios later to our customers.

Visit to the Porsche Museum

In conclusion of the sales meeting, the organizers surprised the attendees with a visit to the Porsche Museum in Stuttgart. During the tour, we saw, amongst many, the vehicle of Ferdinand Porsche, a Porsche 356 Coupe. This car was driven by Ferdinand Porsche for several years.

Olaf Segbert
Head of Marketing & Sales

CAMPOS

NEW BUILDING MANAGEMENT SOFTWARE.

The sheer numbers of the Daetwyler facility in Bleienbach are impressive: The property, at around 43,000m², is just minimally smaller than the combined gross square footage of the entire building, with all its floors, at approximately 45,000m².

Due to magnitude of this sizable area, plus the ever-increasing number of tenants, the management of the building with its safety requirements for technical and qualitative matters, continues to receive growing importance and significance.

In order to meet those requirements, management decided early in 2019 to implement a specialized software solution to aid with the management of the building and property. Naturally, it wasn't just economic viability and reliability that were important when considering various software solutions, but also ease-of-use. Ultimately, a decision was made to go with a Swiss system, named «Campos».

The chosen solution is very flexible through its modular design, which can be expanded at any time. The developer also offers a corresponding App, which makes this a mobile solution for smartphone and tablet users.



The program offers a base structure, which combines facilities, grounds and their uses, as well as the periodic maintenance in a structured context. However, before the system could come to life, several building blueprints had to be converted into a digital format.

At the beginning of May 2019, work was completed and «our Campos» was ready for use. After an initial

user training in June 2019, the decision was made which facility asset would be first to be implemented into the structure of the program.

This facility asset was then added into the digital blueprint, using pre-determined visuals (icons), then marked individually, and labeled on

«CAMPOS» IS A SWISS SOLUTION AND VERY FLEXIBLE THROUGH ITS MODULAR DESIGN, WHICH CAN BE EXPANDED AT ANY TIME.

location with a waterproof sticker including a QR code. This ensures that each facility asset is its own object with its own name, and therefore, unmistakably unique. All facility assets can be independent, or they can be combined into facility groups.

In another step, important documents relevant for each asset's maintenance were sorted and uploaded. Documents such as operating manuals, maintenance manuals, asset expenses, and photos are available for easy access at any time.

Finally, maintenance intervals were added to each asset or asset group, ensuring compliance to manufacturer's or other legal and regulatory requirements.

Each infrastructure team member now receives an automated email (ticket), generated by the system, out-

lining the maintenance order with tasks to be performed by a predetermined completion date.

This ticket will be «closed» by the team member upon completion of all tasks, and the system will instantly archive the ticket. When the next maintenance interval is up, «Cam-

pos» independently generates a new ticket, and the entire maintenance process starts from the beginning.

The advantages of such a system are clear: No more skipped routine maintenance, and the employee can decide when he/she wants to perform the tasks in the given time window; and since the ticket is archived, all maintenance records are instantly available for review.

«Campos» also offers the possibility to handle singularly occurring tasks the same way. In such cases, the order is created manually and then is sent as an order ticket to the employee. After completion of all tasks, the team member closes the ticket, and «Campos» takes care of archiving.

But that's not all that «Campos» has to offer: it starts with management of rental spaces and parking places

all the way to organization of building cleanliness. Before long, it will be possible to communicate with external service providers via «Campos» so that, for example, the latest technical manufacturers documents are on-site automatically and available.

Daily use of «Campos» continues to impress us with existing features that aid us in our tasks.

We are therefore planning to continue our system training soon, so that we are able to understand and utilize

all the features of this software. We are certain that our Infrastructure Team will be successful in keeping our site in Bleienbach in great shape, with the support of «Campos», so that our tenants and customers continue to feel at home.

Roland Lemp
Teamleader Infrastructure

TEAM EVENT 2019

CLOSE-UP OF A POWER PLANT.

Collect ideas, discuss them, define them, and then, organize a guided tour into the belly of the mountain.

In August 2019, our team event took us alongside the lakes of Thun and Brienz in the direction of Innertkirchen, where we stopped to enjoy a delicious meal. After powering up on lunch, we continued on the Grimsel Pass to our meeting point Gerstenegg, where our tour guide was waiting for us.

At first, he told us about the area of Grimselwelt. From our meeting point, we walked toward a pavilion, where we were given a lot of exciting information about the once-in-a-century-structure, which was started by the KWO in the summer of 2019. The second dam, which is being built directly in front of the existing one, will be an imposing structure. The project is supposed to be completed within a few years.

After everyone received their reflective safety vests, we proceeded into the mountain in a small bus. Once inside, our power plant tour «energy within the granite» began. The entire machine construction of the pumped storage hydroelectric power station #2 was very impressive, and all the

details shared were truly informative. Additionally, we were treated to the opening of the gates to the alpine crystal cleft, which is millions of years old. The view of the crystals inside of the Grimsel Pass is overwhelmingly beautiful. Especially considering that Mother Nature did it all.

After approximately an hour and a half, our tour came to an end, and we had to start our trip back home. This fascinating event is something for everyone, and, based on our first-hand encounter, it comes highly recommended.

Michèle Rügsegger
Executive Assistant



Alpine crystal cleft (Photo left), dam, power plant tour (Photo below): A lot of impressions from the Team Event 2019.

WELCOME TO THE DAETWYLER GROUP

NEW HIRES.

OCTOBER 2019

- **Luan Kasumay**
Grinder
Daetwyler SwissTec AG

NOVEMBER 2019

- **Andreas Käsermann**
Department Manager -
Production Technology
MDC Max Daetwyler AG Ursenbach

DECEMBER 2019

- **Samuel Bieri**
Automation Engineer
Daetwyler SwissTec AG
- **Andrea Härtel-Mücke**
Cleaning
Rotoflex AG

JANUARY 2020

- **Emilio Lecce**
Production
Daetwyler SwissTec AG
- **Bastian Mühlbauer**
CNC-Programmer
MDC Max Daetwyler AG Ursenbach
- **Tharsan Thanapalan**
Production
Daetwyler SwissTec AG

FEBRUARY 2020

- **Selina Kauz**
Inside Sales
Daetwyler SwissTec AG
- **Lydie Delineau**
Development
Rotoflex AG

BEST WISHES ON YOUR NEW PATH TOGETHER

WEDDINGS.

14. OCTOBER 2019

- **Matthias and Stefanie Lippert**
MDC Max Daetwyler AG Bleienbach

CONGRATULATIONS ON YOUR NEW BABY

BIRTHS.

JANUARY 6, 2020

Parents:

- **Rolf and Nicole Nussbaumer**
Daetwyler Management AG
Son: Nino, January 6, 2020



THANK YOU FOR YOUR SERVICE

ANNIVERSARIES.

15 YEARS

- **Andreas Spring**
December, 27 2019
Infrastructure / Daetwyler Management AG
- **Andreas Käsermann**
February 12, 2020
Production Technology /
MDC Max Daetwyler AG Ursenbach
- **Urs Lanz**
March 1, 2020
Production / MDC Max Daetwyler AG Ursenbach

20 YEARS

- **Christine Krähenbühl**
November 1, 2019
PCD Shop / Daetwyler SwissTec AG
- **Jozo Kupresak**
December 1, 2019
Production / Daetwyler SwissTec AG
- **Margrit Käser**
January 3, 2020
Production / Daetwyler SwissTec AG

25 YEARS

- **Agim Imeri**
October 1, 2019
Production / Daetwyler SwissTec AG
- **Olaf Segbert**
January 1, 2020
Marketing & Sales / Daetwyler SwissTec AG
- **Markus Resing**
March 1, 2020
Marketing & Sales / Daetwyler SwissTec AG

30 YEARS

- **Daniela Eugster**
February 13, 2020
Production / Daetwyler SwissTec AG

ENJOY YOUR RETIREMENT

RETIREMENT.

DECEMBER 2019

- **Werner Lanz**
Production
Daetwyler SwissTec AG



FEBRUARY 2020

- **Hans Jörg Brudermann**
Deputy Division CEO Industries
SwissTec and Rotoflex



THANKS.

TRADE FAIRS AND UPCOMING EVENTS

AGENDA.

JULI 3, 2020

From Parkhausfest to

Sommerfest

More informations will follow

