

SWAGELOK INDONESIA

Your Total Solutions Partner



Swagelok®

Swagelok Indonesia

Company Overview

Swagelok is a leading developer and provider of high-quality and reliable fluid system solutions including products, assemblies and services. Swagelok products and services are delivered locally through a network of more than 200 authorized sales and service centers that support customers in 70 countries on 6 continents.

Swagelok Indonesia is the authorized sales and service center for customers in Indonesia, with a resilient track record of over 44 years

since 1976. Our seamless collaboration with Swagelok Company enables us to provide excellent customer service and solutions. We deliver reliable quality products and services in a timely manner to meet our customers' needs. Our management team consists of qualified engineers in various industries with over 20 years of experience. Alongside highly-skilled and dedicated associates, we strive to provide unparalleled customers' experience and to be our customers' Total Solutions Partner.

ONE SWAGELOK

An authorized sales and service center is more than just a building with product inventory. It is a local organization, operated by local people who understand the local culture and speak the local language. Swagelok sales and service centers

worldwide are closely connected. Anywhere in the world, where Swagelok is represented, you will receive top-flight service from its sales and service center. We are interconnected globally. We are ONE SWAGELOK.

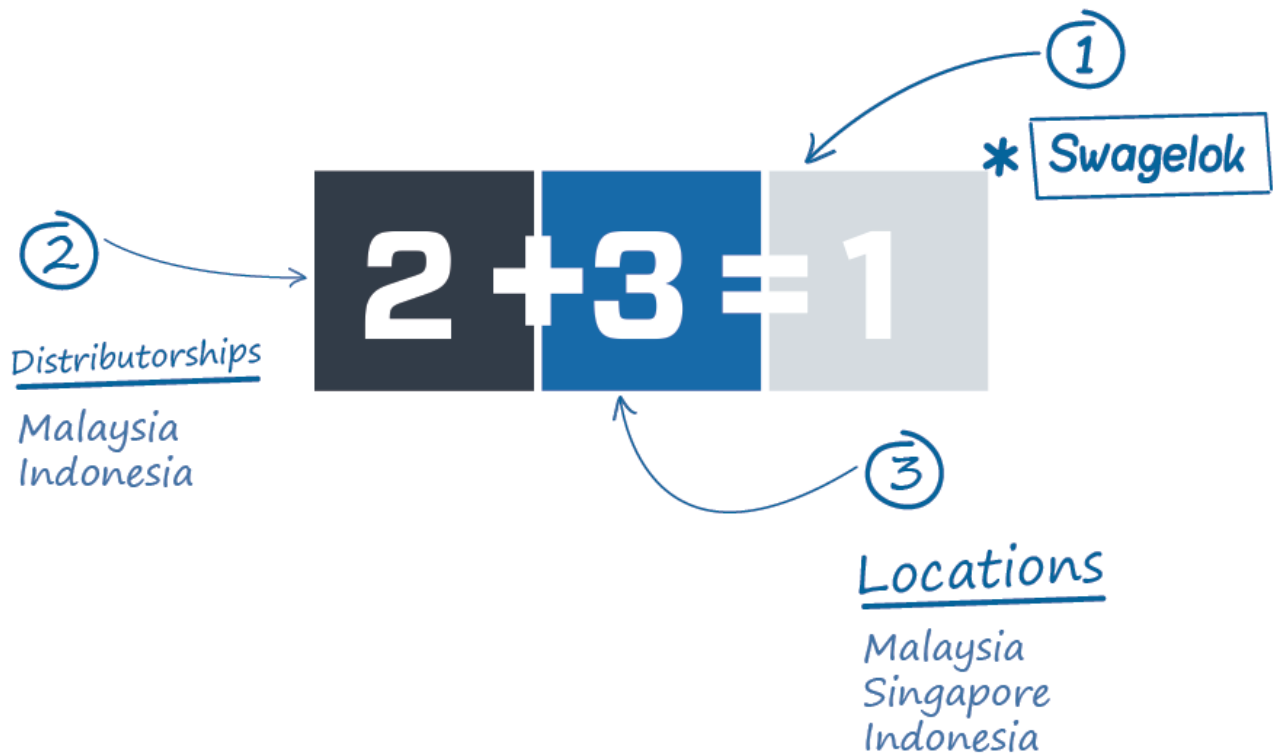
VISION

Truly understand our customers' needs and act on them.

MISSION

Apply our collective talents with understanding and passion to improve each day.





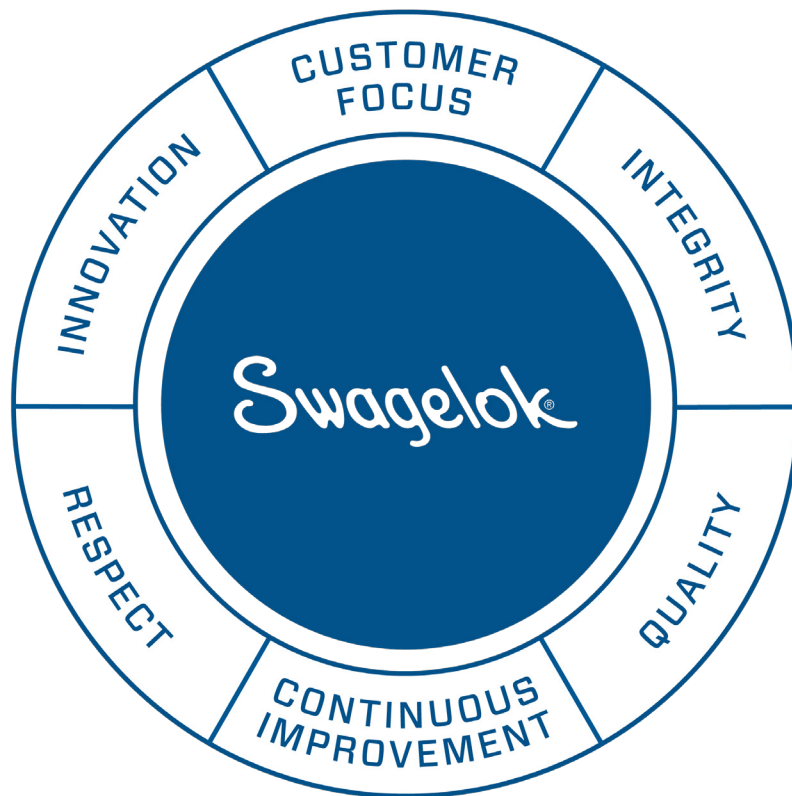
Together with Swagelok Malaysia, we have the expertise and quality products to support fluid system needs for the oil & gas, semiconductor, chemical & refinery, energy, transportation, and many other industries.

Swagelok Indonesia's regional office in Singapore serves as a logistics hub. It also serves our valued customers in Batam and customers across Indonesia where FOB Singapore or other INCOTERMS are preferred.

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6 Core Values & Commitment



CUSTOMER FOCUS

Create value for the customer to create value for Swagelok.

QUALITY

Provide high value and high performance in our products, processes, and services.

CONTINUOUS IMPROVEMENT

Systematically and consistently do things better.

INTEGRITY

Choose to do the right thing with courage and character.

INNOVATION

Challenge conventional wisdom to create new value for the customer.

RESPECT

Commit to the success of each associate through an environment where people are trusted, respected, and treated fairly.

Quality Management Commitment

We are dedicated to continuously improve our Quality Management System (accredited to ISO 9001:2015, ISO 45001:2018 & SQS-D standards) through which we strive to consistently provide our customers with excellent quality products and services.

Quality Policy

Aligned with ISO 9001:2015, ISO 45001:2018 and SQS-D principles and requirements, Swagelok Indonesia is committed to understand our customers' needs and act on them. We leverage on our collective talents and cross-border industry knowledge to stay ahead of market demand in the challenging business environment.

We continuously improve our Quality Management System:

- To meet customers' expectations and satisfaction
- To upgrade skills of our associates through trainings
- To stay ahead of business risks through analysis and continuous improvement

Continuous Improvement

Continuous improvement is Swagelok's way of doing things. It is a key Core Value that Swagelok associates uphold in their service to customers.

Health, Safety & Environment (HSE)

Swagelok Indonesia is committed to Health, Safety and Environment (HSE) excellence. Throughout the organization, we apply HSE standards that define a framework of actions with respect to the needs of our employees, customers, suppliers, and community. We consistently conduct risk assessments and safety inspection to ensure that in all our activities we properly safeguard those who work for us and those who may be affected by our operations.

Zero Customer Disappointments

We strive to achieve zero customer disappointments. It is a challenge but we believe we are able to do it with your timely feedback and strong support.

Product Certifications

We offer extensive product certifications to meet your needs. These include, but are not limited to:

- Certificates of Compliance
- Certificates of Compliance including Mechanical and Chemical properties
- Certificates of Origin
- Mill Certificate 3.1 (upon advance request)



Swagelok Indonesia Focus Markets



Oil & Gas

Trusted Partner For Decades

Swagelok has been used in upstream oil and gas applications in Indonesia for many decades. Swagelok Indonesia currently serves all major oil and gas producers as well as hundreds of major contractors, suppliers and integrators. Our sales engineering and support staff are based in the major extraction, engineering and manufacturing hotspots across Indonesia – such as Batam, Sumatra, Balikpapan and Jakarta.



Chemical & Refinery

Engineered To Solve Complex Problems

Swagelok Indonesia has been providing products and services to many chemical, petrochemical, refinery and downstream processing companies in Cilegon and across the rest of Indonesia for many years. Many instrumentation and control professionals find success and value in Swagelok's process instrumentation and analytical instrumentation abilities. Swagelok® fluid system products are specifically designed to optimize analyzer performance. Swagelok is known for its quality and reliability to minimize safety concerns, costly leaks, and unnecessary maintenances. Swagelok automation reduces labor costs and increases process control.

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Power

Powered To Perform Under Pressure

With ambitious plans to create new power plants generating 35,000-MW over the next five years the power industry in Indonesia will have a significant need for technology, products and services. Swagelok Indonesia serves existing assets all over the country and stands ready to support future growth.



Others

High Quality Perfect Fit

Swagelok Indonesia also serves other markets like pharmaceutical, mining, transportation, and pulp & paper. We offer high-quality performance products, user-friendly and sustainable products for each and every one of these sectors. Whether it's to support land, air and sea transportation, reducing emission in pulp mills, or maintaining a sanitary environment in pharmaceutical industries, we help you understand and find the perfect fit.

Associates' Commitments



Andrew Wong
Managing Director

"I am committed to lead and support my team to achieve our vision, mission and goal. To be an EXEMPLARY Distributorship in Asia Pacific."



Sahat Panjaitan
Senior Account Manager

"To expand my knowledge and skill sets for one Swagelok community and myself. I will do this with a positive attitude and continue to improve through best practice and consistent execution day by day, by aligning both my professional and personal goals."



Juhendry
Finance & Operations Manager

"To utilize my experiential learning, expertise and leadership to achieve operational excellence in order to reach Swagelok Indonesia goals."



Adib Irmawansyah
Sales Manager

"To bring to life the Swagelok values into our daily business engagements with both our associates and customers for the betterment of life."



Yuliani Kasman
Customer Service Manager

"To walk together with all associates, step-by-step and higher each time, to achieve our goal of becoming a world-class Customer Service company."



Grace Wong
Head of Finance and Operations

"To build an exemplary finance and operations team, standardizing and creating efficient processes for Swagelok Indonesia in order to serve our customers better."

A Quick Look of Swagelok Products



Choose from a selection of high-quality and reliable products for your applications.



Tube Fittings



High-Purity Fittings



Process Valves & Manifolds



Instrumentation Valves



Medium- and High-Pressure Fittings,
Tubing, Valves, and Accessories



Regulators



Hose and Flexible Tubing



Tubing and Tools



Measurement Devices



Quick-Connects



Sample Cylinders



Filters



Leak Detectors, Lubricants,
and Sealants



Welding System

Solutions For Your Productivity

Whether you want to increase plant safety and efficiency, improve fluid system health, reduce emissions, get new workers up to speed quickly, or simply catch up when your team is short-

handed, our fluid and sampling systems experts can help. Swagelok Indonesia can help you to reach your goals by providing some services products below:

➤ Training ➤ Onsite ➤ Swagelok Custom Solutions



Training

Strong training and development programs help produce workers who are better equipped to handle the demands of their jobs, operate more safely, and are more productive. Our standard training offerings meet or exceed the requirements of many recognized local governing bodies and are available worldwide.

Swagelok® training programs provide a range of valuable and practical tools for meeting day-to-day challenges related to fluid system and sampling system design, operation, and maintenance. In-depth, hands-on courses taught by experienced instructors help both new team members and industry veterans.

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Onsite

Onsite Service is a service tailored to assure safe, cost effective and efficient maintenance of your fluid systems. We will help check for leakage through fitting and valve reliability inspection and tubing practices assessment. We can even help you during hook up and tie-in where we can assess installations by introducing best practice philosophy from the outset. Swagelok® onsite services bring our technical expertise, application experience, and industry knowledge to you.

Our field engineers will visit your facility, evaluate your fluid or sampling systems, advise on installation practices, and recommend system enhancements via detailed reports tailored to address your most pressing challenges. As a result, you will receive the insights you need to improve performance, productivity, reliability, and safety of your fluid systems while also reducing costs and mitigating environmental risks.



Custom Solutions

The Swagelok® Custom Solutions can be small or large assemblies, consisting of a few components or a complete panel or enclosure. They are built with Swagelok's own high-quality fluid system components, but we can also incorporate wiring, automation, transmitters, relays, pumps, and more. Whatever your parameters, rest assured that you'll receive

only the highest-quality assemblies, panels, or enclosures from Swagelok. We can follow your existing design, or you can work with our tech center to develop a new or revised one. In any case, our approach is collaborative, as we work closely with you to ensure we understand the problem and are developing the configuration that most completely meets your needs.

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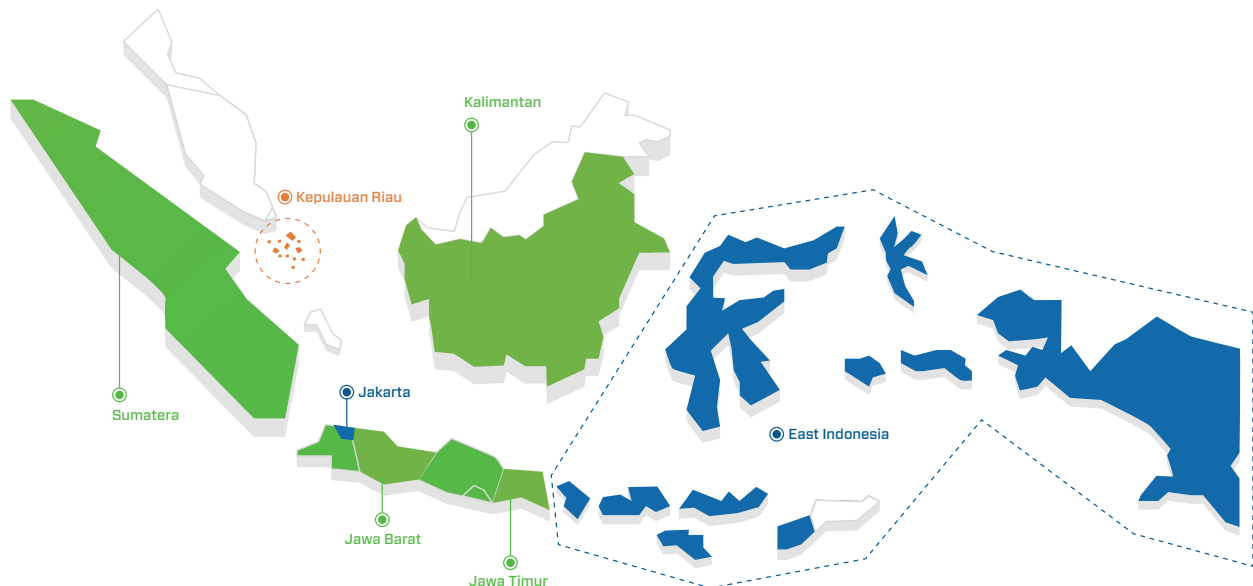
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We Operate With You In Mind

To serve our customers better, our associates are stationed in three geographical groupings to engage with you in a more agile, meaningful and localized manner.



Group 1

Jakarta &
East Indonesia.

Group 2

Sumatera, Jawa Barat,
Jawa Timur, dan Kalimantan.

Group 3

Kepulauan Riau.

Swagelok Indonesia (Main Office)

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<https://indonesia.swagelok.com/>

Swagelok Indonesia (Service Center)

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