

Your Voice

A huge **Thank You** to those customers who recently completed and returned the 2021 Swagelok Global Customer Survey. We truly appreciate that you spent valuable time to tell us how we're doing – and, most importantly, what we could be doing to better serve you.

Our Ultimate Performance Metric

When it comes to determining just how well we're supplying, supporting, and servicing you, nothing is more critical than **your honest feedback** – as many of you provided during the survey. Your comments enable us to adjust, if necessary, our current practices and/or processes...and to more accurately plan for an even better future as your local Swagelok fluid-system solutions resource and partner.

You gave us high scores on these key survey measures:

- ✓ Meets My Business Needs
- ✓ Offers Me Good Value for My Spend
- ✓ Delivers the Service I Expected for My Spend
- ✓ Is a Company I Trust
- ✓ Is a Company I Depend Upon
- ✓ Is an Innovative Company
- ✓ Is Easy to Do Business With
- ✓ Provides Knowledgeable After-Sale Support
- ✓ Provides High-Quality Products
- ✓ Provides Products to Keep Workers Safe



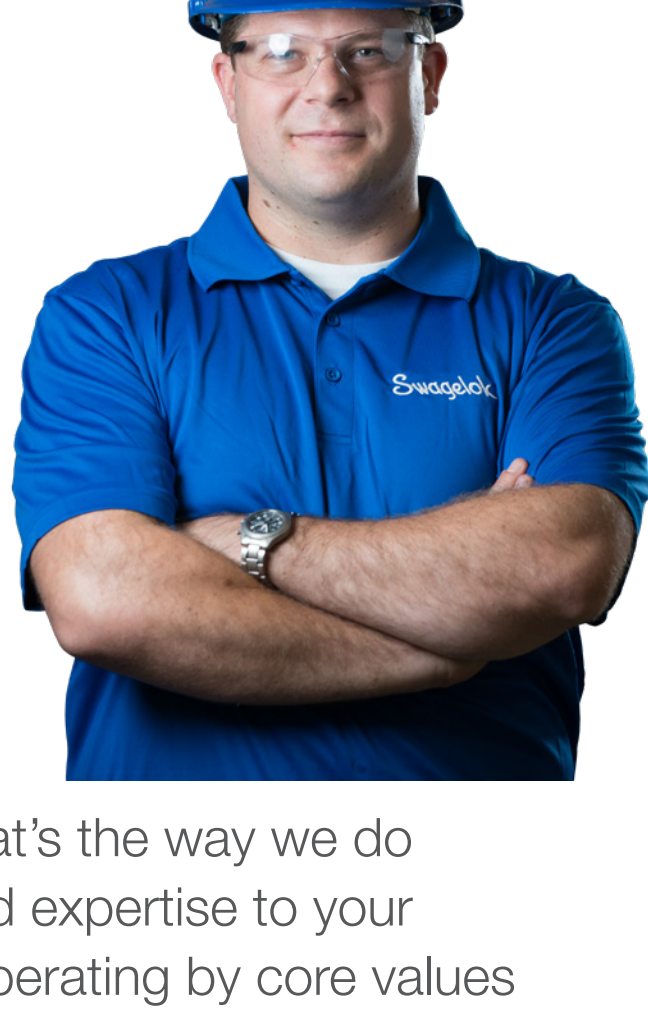
Our Vision

Your Survey comments are our ultimate performance metric.

They're the reality between assuming we're doing well – and knowing that there are capabilities and processes we perhaps need to deliver to remain your first choice for premium-quality componentry, technical expertise, and value-added services that will ensure your optimum safety, productivity, and profitability.

We're your local Swagelok Fluid-System Solutions Provider.

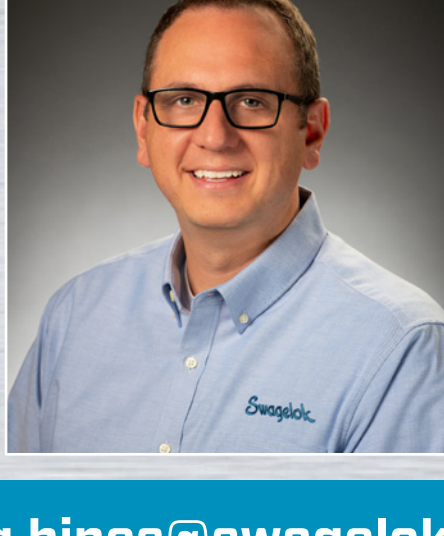
That's not just our Marketing claim; that's the way we do business – bringing proven and trusted expertise to your application challenges...and always operating by core values aligned with yours.



For more information, contact:

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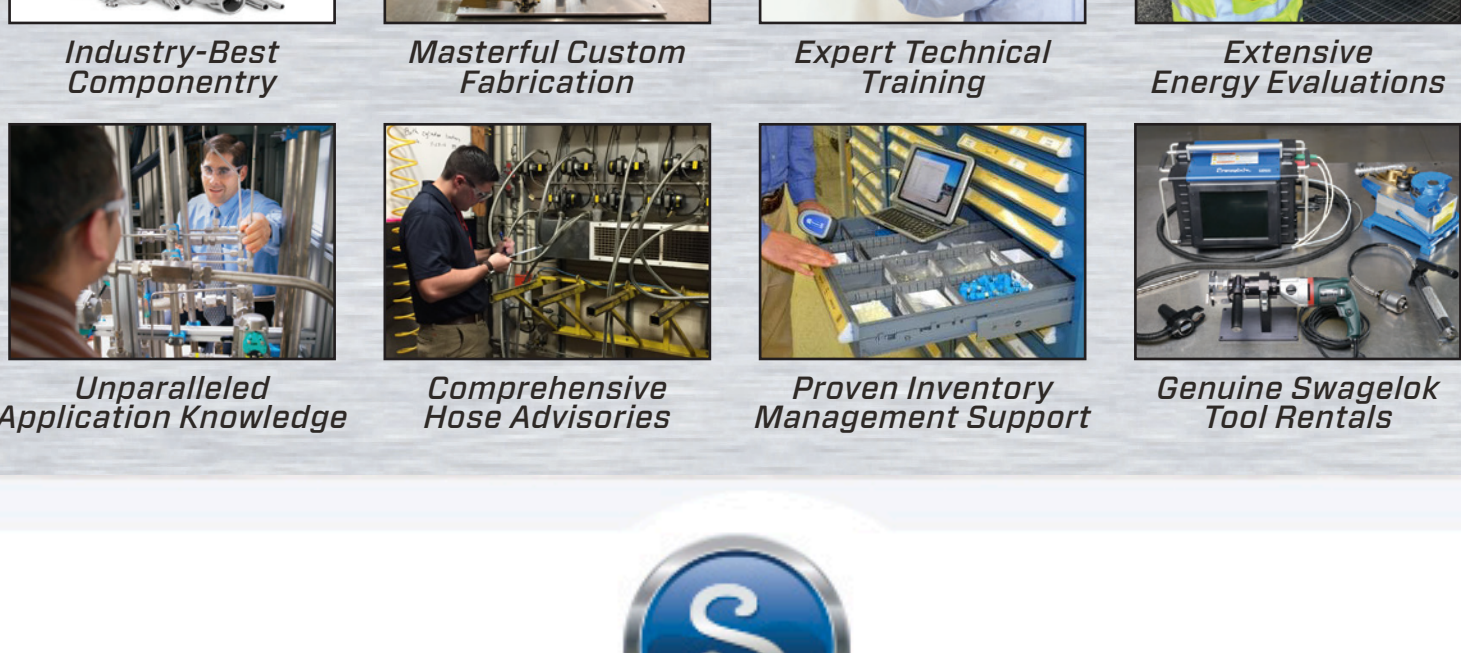
rudy.frank@swagelok.com

Our Promise:

In each and every customer engagement and interaction, no matter how challenging your application or operating conditions, we will deliver premier-quality Swagelok Fluid-System Product Solutions and value-added Strategic Services that will positively impact your Bottom Line.



WE'RE YOUR SWAGELOK FLUID-SYSTEM SOLUTIONS PROVIDER



WE CAN HELP YOU SAVE TIME, MONEY, AND WORRY:



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