



**“We are all in!”**  
Schindler Inclusion and  
Diversity Commitment



# Schindler Inclusion and Diversity Commitment

At Schindler Group, we are committed to creating an inclusive work environment where diverse individuals come together to do their best work and to serve over 2 billion people using our elevators and escalators every day.

We are **inclusive** by providing an environment where people of all backgrounds feel welcomed, embraced, and empowered to achieve great things as part of Schindler, resulting in a high-performing, engaged workforce that unlocks sustained competitive advantage.

We are **diverse** by employing a wealth of backgrounds, experiences, and perspectives that reflects our diverse customer base and the communities where we operate. We recognise the full scope of human differences that impact how we see each other as similar or different, such as ethnic background, gender, culture, religion, nationality, age, disability or health status, race, sexual orientation, gender identity, gender expression, as well as personality, preferences and working styles.

We do not tolerate discrimination or harassment. Respect for each other and for our customers and stakeholders is fundamental to our way of working. Equity and fairness are the basis for our people processes and business practices.

## Why is Inclusion & Diversity important in our day-to-day operations?

- Our products create a more inclusive world, providing mobility solutions for diverse needs. Our engineers and technicians think inclusively every time they design, install or service a product.
- I&D should be part of Schindler’s conversations with customers and other external partners – as important as talking about our history, our products or our commitment to quality. Inclusion & Diversity reflects our culture and our commitment to society, underlining Schindler’s reputation as a best-in-class company in the sector. In addition, our I&D actions create a more fair and sustainable society and reinforce our image as an attractive employer, helping us better attract and retain talent.
- I&D is part of our way of working. Our customers represent all aspects of diversity. Fostering I&D in our day-to-day operations will help us better connect with them, as we can bring different points of view and approaches to connect with them and understand their needs.
- Having diverse and inclusive teams enriches the dynamics of our teams and fosters greater innovation and creativity when facing the different challenges of our business.



## How are we going to work with our leaders?

We will train and support our Leaders in our field operations, factories, and offices, to put Inclusion and Diversity into practice so that it becomes second nature. This means we will:

- Create and maintain a safe work environment free from any form of harassment or discrimination.
- Train leaders on inclusive behaviors and how to combat unconscious biases so they can proactively apply equitable and fair practices when making day-to-day decisions regarding their teams.
- Develop leaders who encourage their team members to share different points of view and ensure each person feels appreciated, so they can contribute their best and be their authentic selves at work.
- Work with leaders to strengthen our work-life balance policies and inclusive benefits, putting them into practice to remove barriers and attract and retain underrepresented profiles.
- Encourage HR and leaders to maintain a close connection with under-represented groups to understand their workplace experiences in order to better sponsor, engage and retain a diverse mix of employees.
- Be proactive by putting in place Inclusion and Diversity plans and hiring strategies in each organization that scout in advance for a diversity of profiles so we can choose the best possible candidate for the team and the company.

## What can we all do?

We can each practice inclusive behavior towards our customers and our colleagues. This means we will:

- Show we care for our colleagues by speaking up as an ally when something isn't safe or if someone is not treated with respect.
- Communicate with our colleagues and customers in the most respectful way, avoiding offensive language and terms based on stereotypes.
- Ensure all colleagues feel part of the team and are welcome to participate in discussions and activities.
- Be open, curious and celebrate our differences, ready to learn about each other's cultures and traditions, and advocate for inclusion.
- Respect our different needs and choices such as flexibility, family care, religious practices, food choices, and workplace adaptations.

Developing our inclusive behaviors, leadership practices and policies will enable our teams and organizations to reflect the natural diversity of our world. Reinforcing our inclusive culture will further open our ears and minds to employee and customer needs and elevate our ability to bring innovative solutions to meet those needs.





## We Elevate ... Inclusion and Diversity

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