

# streams

## **SUSTAINABLE**

How KSB pumps are  
changing the world

→ P. 06

## **GLOBAL**

How KSB is setting  
new standards in India

→ P. 22

## **GROWTH**

How staff  
develop at KSB

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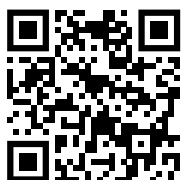
# Facts & Figures: KSB 2019

## Order intake

€ **2,454**<sub>m</sub>

## Company profile

KSB is a leading supplier of pumps, valves and related service. Our reliable, high-efficiency products are used in applications wherever fluids need to be transported or shut off, covering everything from building services, industry and water transport to waste water treatment, power plant processes and mining. Founded in 1871 in Frankenthal, Germany, the company has a presence on all continents with its own sales and marketing organisations and manufacturing facilities. Around the globe, more than 190 service centres and around 3,500 service specialists are on hand to provide local inspection, servicing, maintenance and repair services under the KSB SupremeServ brand. Innovative technology that is the fruit of KSB's research and development activities forms the basis for the company's success.



The 2019 financial year  
in 120 seconds

<http://annualreport2019.ksb.com/120seconds>

## Sales revenue

€ **2,383**<sub>m</sub>

## EBIT

€ **113.6**<sub>m</sub>

Earnings before finance income/  
expense and income tax

## Employees

**15,645**

(31 December 2019)

Sustainability is more than just a trend. In light of the world's growing population and the challenges of climate change, sustainable business management plays a more important role than ever before in preserving resources for future generations. KSB's products have the capacity to move things forward. In industry alone, pumps account for 30 percent of electricity consumed. A lot of this power may be saved by using energy-efficient products. But KSB's commitment goes beyond the prudent use of resources and energy. Sustainability also includes taking responsibility for employees and for general welfare while ensuring fair and equitable dealings with business partners. KSB's goal is to align profitable growth with the interests of society and conservation of the environment in order to secure the company's long-term future. This is why sustainability is an indispensable part of our corporate strategy.





# 06

## Heroes Behind the Scenes

KSB products make an important contribution to improving systems' energy efficiency.

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## Green Factory

KSB operates an ecological model factory at its Shirwal production site in India.



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## For a Better World

KSB supports the United Nations' 17 goals for sustainable development.



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## Acting Responsibly

Companies are guided by ecological, economic and social values.



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## The Lord of the Powder

A ground-breaking technology allows robust components to be manufactured while conserving resources.



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## People at KSB

A company's success hinges on the commitment of its employees. Two women and three men from KSB report.



# Heroes Behind the Scenes

Innovative pump and valve systems make an important contribution to preserving our environment. They keep the seas and air clean or improve the energy efficiency of systems. Three examples of KSB products which work in the interests of the environment.





# Cleaner ships







# Heroes the

Innovative pump and  
contribution to preserve  
the seas and air cleanliness  
of systems. Three  
work in the industry

Butterfly valves of the KE type series are used in exhaust gas scrubbing systems on ships.



## KSB valves clean exhaust gases from ships' engines

Cruise ships, tankers, giant container vessels – global shipping operations burn fossil fuels and generate substantial emissions. Stricter international emissions limits are intended to make ships cleaner. One technical solution is cleaning exhaust gas with scrubber systems. KSB supplies different types of butterfly valves for this process. Worldwide, around 70,000 commercial vessels have to comply with exhaust gas standards.







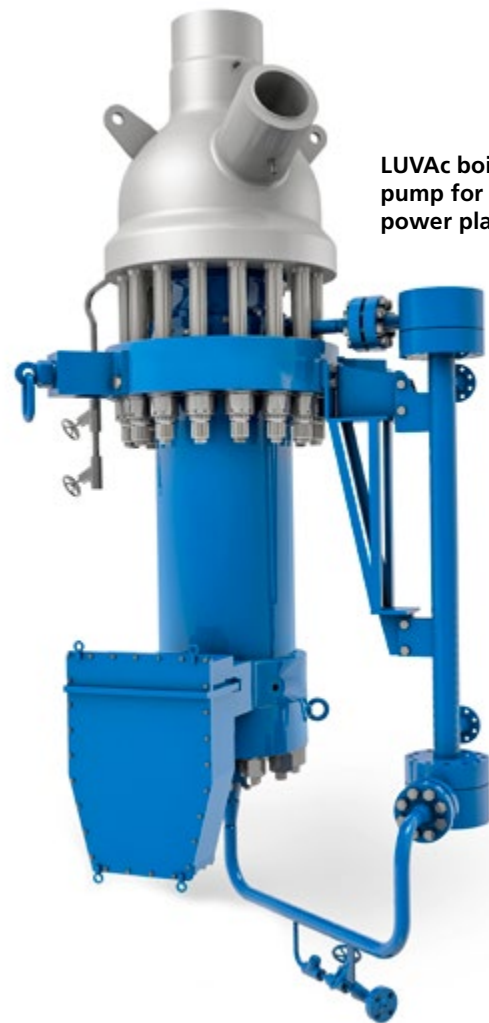




# Using the sun as an energy source







LUVAc boiler feed pump for use in solar power plants

## KSB pumps find use in solar thermal power plants

Solar power plants use mirrors to focus sunlight and heat liquid which is used to generate electricity via turbines. At the Ivanpah solar thermal power plant in the Californian desert, more than 300,000 mirrors concentrate solar radiation onto three solar towers. The electricity generated can supply around 140,000 households. The system employs six boiler feed pumps from KSB to transport the liquid to be heated. They must be able to withstand high pressures and temperatures.











# Irrigating fields with minimal energy





Movitec high-pressure pump with KSB SuPremE® high-efficiency motor and PumpDrive variable speed system



## High-efficiency motors from KSB deliver a double dose of environmental protection

Agriculture requires water in large quantities – and irrigation systems generally employ pumps. In combination with a high-efficiency motor and an automatic variable speed system from KSB, pump sets can be extremely energy-efficient and consume very little electricity. In addition, their motors do not contain magnetic materials such as rare earths.







# Acting Responsibly

Companies play a crucial role in pursuing the goal of a sustainable society. Their activities have an impact on people and the environment; they shape social development. So KSB takes a multifaceted approach to sustainability.





**“By joining the UN Global Compact in 2010, we committed ourselves to aligning our business activities with ten principles which seek to make globalisation more socially and environmentally responsible.”**

**Rainer Michalik**  
Head of Integrated Management at KSB



“Sustainability is an indispensable pillar of our corporate strategy,” emphasises Dr Stephan Timmermann, CEO. “For us, acting responsibly means striking a balance between profitable growth and corporate social responsibility.” The environment, social issues, the economy – these are the areas the company is focusing on. Only by understanding the interaction between these three factors can we sustainably preserve the world’s natural resources for today’s population and future generations. “Entrepreneurial thinking means long-term thinking,” says Stephan Timmermann.

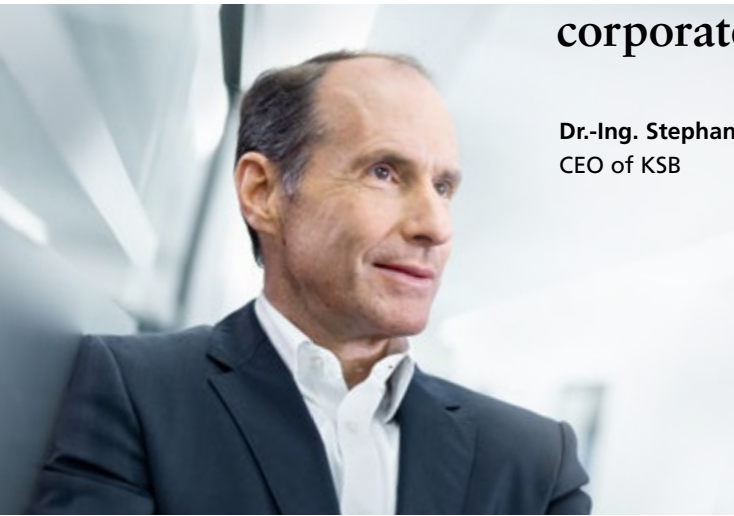
Acting with a sense of responsibility is one of the core values of our company which looks back on a history of almost 150 years. “By joining the UN Global Compact in 2010, we committed ourselves to aligning our business activities with ten principles which seek to make globalisation more socially and environmentally responsible,” explains Rainer Michalik, who is responsible for Integrated Management and sustainability issues at KSB. In addition, the company is committed to the 17 goals for sustainable development set out by the United Nations and is engaged in ongoing efforts to achieve them (see page 48).

KSB views compliant conduct as a non-negotiable and essential aspect of corporate social responsibility. It is not just business partners and shareholders who expect this. The company utilises a global compliance management system to ensure that all employees adhere to laws and internal regulations.

Sustainability in the supply chain is an important issue for companies. This is why KSB regularly evaluates its business partners according to the standards defined by the United Nations. The idea behind this: Get others to participate and be consistent in removing black sheep.



## “For us, acting responsibly means striking a balance between profitable growth and corporate social responsibility.”



**Dr.-Ing. Stephan Timmermann**  
CEO of KSB

In 2050, the world will probably be home to around ten billion people. “If we maintain today’s patterns of consumption, our planet cannot possibly cope with this population increase without suffering harm,” says Stephan Timmermann. “This is why we must start acting today – calmly, but consistently.”

### Conserving resources

As a manufacturing company, KSB is keenly aware of its impact on the environment and implements appropriate measures including reducing its consumption of energy and materials to a minimum. “As well as conserving natural resources, this also makes our products more cost-effective by reducing outlay for raw materials,” explains Rainer Michalik.

At its locations, the company applies internationally recognised standards to measure and continuously improve its own environmental performance. KSB is, for example, investing in the energy-efficient renovation of buildings and foundries in order to minimise emissions of climate-critical carbon dioxide. In 2019, 34.4 percent of the electricity used by the Group came from renewable sources, and this share is planned to be increased further. Demand for products with low energy input is rising. “We have launched a variety of products onto the market that reduce power consumption in our customers’ systems,” reports Stephan Timmermann. “This doesn’t just benefit our business partners – the environment wins too.” By 2025, KSB aims to save 850,000 tonnes of CO<sub>2</sub> a year in Europe alone through the sale of water pumps equipped with variable speed systems (see page 21).

### People are the foundation for success

“We will not achieve positive corporate performance on a sustainable basis without committed employees,” says Stephan Timmermann. Corporate culture is thus a matter of strategic significance at KSB. “As an attractive employer, we want our company to be a source of inspiration for our staff so that we can tackle the challenges ahead,” explains the CEO. Investing in the development of a state-of-the-art workplace for employees is one example of KSB’s action in this regard. The company also attaches great importance to the opinions of its employees, and regular surveys are conducted worldwide.

KSB offers a broad range of sport and leisure activities for employees. “Our health and fitness programme combines many activities relating to nutrition, sports and work-life balance”, says Stephan Timmermann.

Companies bear a responsibility for the health of their staff. KSB protects its employees from work-related hazards and aims to keep the number of accidents at work as low as possible. “The occupational health and safety of employees is our number one priority at every location,” reports Michalik. “Alongside international standards we also apply our own initiatives which extend beyond these.”

### Supporting social development

As a global company, KSB is aware of its social responsibility and is committed to social causes. Especially significant is KSB’s commitment to education for children and young adults, and the company’s support for international projects providing drinking water supply and treatment. The Group also contributes to disaster relief. 2019 saw our company engage in 116 initiatives around the globe seeking to improve people’s lives.



# Binding targets

KSB has defined nine sustainability targets which the company aims to achieve by 2025 at the latest.

1. Reduce CO<sub>2</sub> emissions from production plants by 30 percent.
2. KSB water pumps save an annual 850,000 tonnes of CO<sub>2</sub>.
3. Ecological product rating of newly developed products.
4. The employee satisfaction index is 80 percent.
5. Women make up at least 20 percent of management staff.
6. Reduce lost time due to occupational accidents to less than 0.3 days per employee per year.
7. Each employee invests at least 30 hours per year in professional development.
8. Assess sustainability performance of 90 percent of key suppliers.
9. Global contributions to 25 social projects.



KSB applies international standards to secure compliance with binding labour regulations at all locations, to actively implement climate and environmental protection measures and to ensure its business is conducted with integrity. In so doing, the company's own initiatives often extend beyond stipulated minimum requirements.





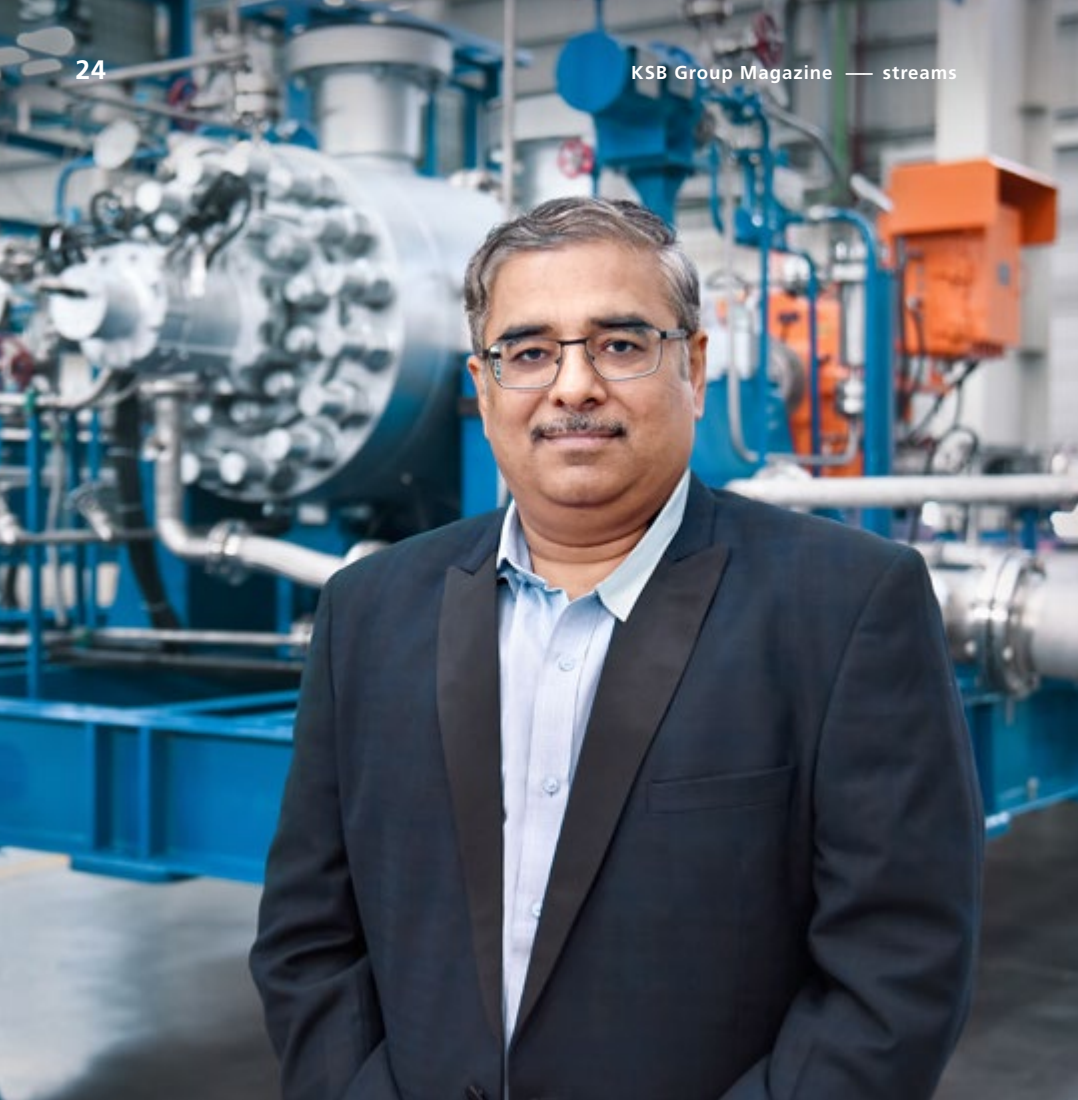




# Green Factory

Manufacturing companies bear a very special responsibility for the environment. KSB production sites such as the one in Shirwal in India meet the latest energy and environmental protection requirements and make an important contribution to the careful use of resources. The latest production plant of the pump and valve manufacturer consistently focuses on sustainability.





**"We are committed to preserving natural resources for future generations," says plant manager Nitin Patil. Economic success and sustainable corporate governance go hand in hand at KSB.**

Around a quarter of India's population – more than 300 million people – still have no access to electricity. So the demand for safe, economical and clean energy is high. For this reason, KSB has invested some 40 million euros in a new production site for power station pumps.

The ultramodern Shirwal plant not far from the West Indian metropolis of Pune sets standards in terms of sustainability. "During the planning and construction phase of the plant we were already using advanced technologies to protect the environment," reports plant manager Nitin Patil. "When choosing our location, we were guided by the need to have as little impact on the ecosystem as possible." The run-up to the project involved detailed analysis of natural resources and the sustainability of their planned usage; for example, not a single tree had to be felled on the construction site.

**A common goal: KSB in Shirwal involves its employees in its energy-saving endeavours. Regular meetings are held to raise staff awareness of the environment.**





KSB designed the factory buildings to consume as little energy as possible. The construction method used allows daylight into the production halls so that employees do not need artificial lighting at all for at least eight hours a day. If it is too dark, highly efficient LED lights of the latest generation can be switched on.

High temperatures are common in Shirwal, but in KSB's production halls employees need not work up a sweat. Well insulated buildings avoid excessive heat build-up from the sun, while the long side walls are in the shade for most of the day. Air conditioning also creates pleasant working conditions in the halls. The ventilation system solely employs evaporation to cool in an environmentally friendly and energy-saving manner without refrigerants. "Our cooling equipment has lower energy consumption compared with other systems," explains Nitin Patil. "In India we have already implemented this solution at two locations."

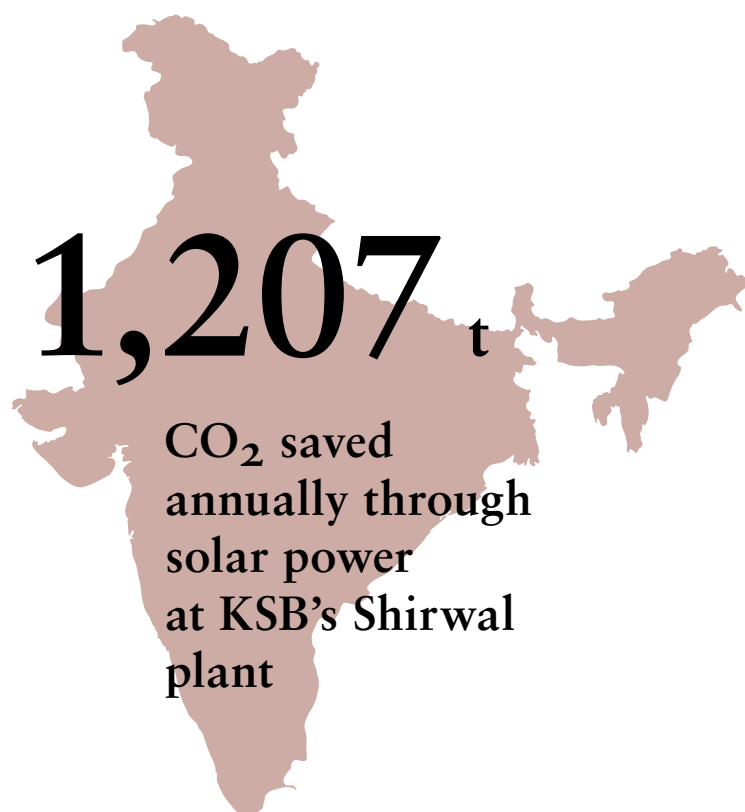
### Electricity from the roof

The factory in India self-generates more than 50 percent of the electrical energy it requires via its own solar energy equipment. Around 3,000 modules are distributed over the roof areas of the entire plant. This not only makes economic sense in times of rising electricity prices, but also saves Shirwal more than 1.2 million tonnes of CO<sub>2</sub>. In India, KSB already operates solar energy systems at three other locations.

"We are committed to preserving natural resources for future generations," says Nitin Patil. KSB aims to reduce CO<sub>2</sub> emissions from its production plants by at least 30 percent by 2025. "We are proud that we are making a contribution to achieving this goal."



**Environmentally friendly source of energy: Approximately 3,000 solar modules on the factory roofs cover more than 50 percent of the electricity requirements at the Shirwal site.**







**1,000 plants:** Trees and ground cover plants protect the soil around the Indian factory from erosion.

## Efficiency comes up trumps

Inside the production halls, everything is geared towards maximum efficiency. State-of-the-art systems and machines consume very little energy. One example is the compressed air used to clean dirty components – this is usually a real energy guzzler in manufacturing. At KSB, the compressed air system operates with speed control and adapts to actual demand. This reduces power consumption by about 30 percent compared with conventional systems. “The system costs more to purchase, but the energy savings pay off after about two and a half years,” explains Patil.

Short distances in the factory ensure that the individual production steps, from the delivery of the individual components to the dispatch of the finished pump, all take place under one roof. This saves time and avoids unnecessary transportation.

Water is a precious resource. And this is particularly true at KSB’s Shirwal location. Here, most rainfall occurs during the four

months of the monsoon – for the rest of the year water is in short supply. The groundwater level is falling from day to day. KSB therefore uses a system to store rainwater. Travelling via a natural gradient, rainfall flows to a recharge well connected to the groundwater.

## Green outside, digital inside

KSB has planted around 1,000 trees and ground cover plants around the factory buildings. As well as improving the landscape, they also protect against soil erosion. Many plants have been positioned on the slopes of the hills in order to prevent rain from eroding the valuable layer of topsoil.

Digitalisation also contributes to environmental protection in Shirwal. Web-based time recording for employees and document management systems for processing orders reduce paper consumption at this location and help conserve the scarce resource of wood.





An exemplary plant in India: At the Shirwal site, KSB manufactures highly efficient power station pumps in an environmentally friendly manner.



The state-of-the-art production hall in Shirwal: Its machinery, systems and production stages all meet the latest efficiency standards.







# The Lord of the Powder



KSB's Pegnitz site is home to the additive manufacturing centre, where complex components are produced by a 3D printer. Marco Linhardt is part of the team that works with these pioneering technologies. A site visit.





More than 1,500 people work at KSB's location in Pegnitz, Upper Franconia. Many of them develop and manufacture pumps and valves. Others deal with materials in the research laboratory or produce castings in the foundry. But Marco Linhardt's task in additive manufacturing is quite unique. This is because he works in one of the world's most cutting-edge facilities for so-called powder-bed metal additive manufacturing. Granted: The term sounds unwieldy. But behind it lies some extremely advanced technology.

Upon first sight, the manufacturing centre looks somewhat different: Unlike other production facilities – especially the foundry – it seems more like a laboratory; clean and almost sterile. "Here we work with new manufacturing processes which complement conventional industrial production," says Linhardt. When talking about his work, the buzzword 3D printing usually comes up pretty quickly. "But we prefer the term additive manufacturing, as it better expresses how the process is applied in industrial production."

The process – also called selective laser melting – involves a thin layer of metal in powder form being applied to a platform. It is then melted by a laser before further

layers are applied successively, which is why experts term the process "additive". By contrast, classic manufacturing processes such as those using lathes create workpieces by machining blanks, i.e. removing material.

## A talent for complex components

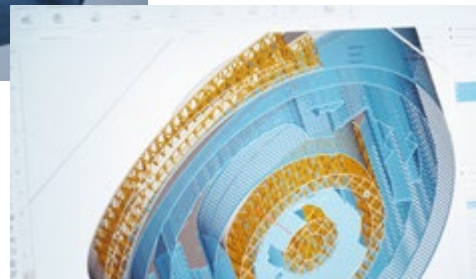
Marco Linhardt, who joined the company in 2009, is enthusiastic about his job. The 29-year-old family man started out on a dual work and study programme to qualify as an industrial mechanic and a bachelor of mechanical engineering. After graduating successfully, Marco Linhardt took advantage of professional development opportunities and studied mechanical engineering part-time to gain a master's degree.

Today he is a development engineer and project developer for additive manufacturing – and part of a core team that has been working together since the end of 2017. It includes specialists from the foundry, the materials laboratory and the production engineering and development departments. The colleagues meet each week to discuss upcoming tasks. "The positive interaction between everyone involved from different departments is what makes our work so





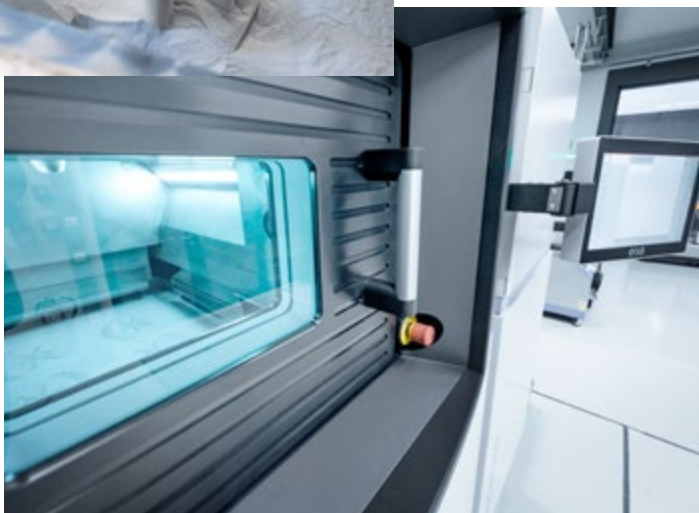
Ewald Hölzel takes away components that the production team has manufactured using the selective laser melting process.



In powder-bed metal additive manufacturing, the workpieces are created layer by layer from powder.



special," Marco Linhardt is proud to say. By now the team has accumulated so much know-how that KSB is able to act as a service provider and consultant to the outside world. "Our unique selling point is that we cover the entire process chain with our holistic experience in design, construction processes, research and development and quality inspections," explains Linhardt.



In the tea kitchen, the engineer explains the purpose of his work: "Additive manufacturing offers us a whole range of possibilities for improving existing products, for example by redesigning pump components." Conceivable options might include making components lighter, giving them novel properties or using fewer materials. The groundbreaking process also ensures that parts require less reworking. "New design possibilities allow the production of components that would be virtually impossible to manufacture by conventional means," the expert says.





After printing, the components are de-powdered – the last step in the additive manufacturing process. KSB collects the excess powder for recycling.



The finished components are submitted to quality control after de-powdering.





The advanced additive manufacturing process enables the production of complex components such as pump casings with integrated cooling or heating channels. ↓



An example of this type of complex component is a volute casing with heating channels (see picture on page 33). It is used in pumps when the fluid handled must be kept at a certain temperature, for example when pumping vegetable oil and caustic soda. Up until now it has not been possible to produce such a component in its complete form – manufacturers had to weld on the channels afterwards. Additive manufacturing means that this part can now be manufactured in a single process.

Another aspect of the specialists' day-to-day work is manufacturing spare parts for pumps that are no longer produced. This often involves components that are subject to considerable wear. Casting patterns for these older pump sets often are not available anymore, making conventional production prohibitively expensive. With the laser melting process, the parts can be produced quickly and at lower cost. This works as follows: scan the old part, edit it on the computer and print it. The advantage: The system operator does not have to replace a pump completely, but can continue to use the installed pump set. This saves valuable resources.

## Quality, efficiency and sustainability

Back to the manufacturing process: Once printing is finished, Marco Linhardt puts on a dust mask and vacuums most of the excess material off the workpieces with a hose, and then hangs the heavy plate with the parts on to a crane to carry out finishing work. In a futuristic-looking machine, the specialist thoroughly removes the last powder residues and collects them for recycling. Following heat treatment he separates the components from the platform with a saw and carries out final processing. Finally, thorough quality checks are performed before the parts are delivered.

"Quality is as important to us as efficiency and sustainability," he says. For Marco Linhardt and his colleagues, the future has already begun. Because one thing is certain: Additive manufacturing is set to become increasingly important.





# People at KSB

**Companies are shaped by the skills, knowledge and commitment of their employees. KSB is no different – our business performance is driven by the endeavours of more than 15,000 staff employed across the globe.**

The KSB Group operates a worldwide network of factories, sales locations and service workshops. The company's staff are correspondingly diverse and contribute a range of different experiences, cultures, perspectives, ideas and approaches. "We value the individuality of our employees, and their diversity is a real enrichment," says Martina Szautner, who as Head of Human Resources is responsible for Group-wide personnel issues.

"We seek to engage with every personality in the company," she adds. "KSB actively supports the professional development of its staff in order to foster their long-term commitment to the company. At the same time, however, our employees' own initiative is required." The pump and valve manufacturer therefore sets great store by life-long learning – particularly important in the age of digitalisation. To create professional development opportunities for its employees, KSB addresses their needs at an individual level. Tailored development measures are agreed between staff members and their managers. Flexible support for this approach is provided by the company's Global Learning Centre, whose programme includes team-based collaborative learning or online training.

## The doors are open

KSB's employees benefit from the advantages of working for an international company. Interested members of staff can apply for internal positions and projects often require transnational cooperation. "An international perspective is part of everyday life at KSB," says Martina Szautner. "And

a shrinking world requires truly global thinking from its companies."

The Group pays particular attention to the provision of equal opportunities. For example, KSB intends to increase the proportion of women at management level from currently 11 percent to 20 percent by 2025 at the latest.

## Employee motivation

Like every company, KSB needs high-performing and committed people. The Group attaches great importance to employee satisfaction and seeks to be an attractive employer. Efforts go beyond offering certain extras such as health and sports activities or additional social benefits. KSB also continuously surveys employee satisfaction. By 2025, the aim is to increase employee satisfaction from currently 56 percent to 80 percent. "In order to achieve this we plan to implement even more activities that are directly accessible for our employees," explains Martina Szautner. "Satisfaction comes when you feel the benefit of positive change directly."

KSB enables everyone to actively participate in developing the company. Employees worldwide can offer their input in a variety of forums including regular round-table discussions with Managing Directors and information events. They give participants the chance to express their opinions in an informal exchange on a completely free choice of topics. Such interactions often result in real improvements to the working environment.



## Brazil

**“KSB offers excellent opportunities for people who are willing to learn. All you have to do is seize them.”**

**Bruno Eduardo Pinheiro**

Manager KSB SupremeServ, Pernambuco, Brazil

### From trainee to service manager

Bruno Eduardo Pinheiro joined KSB in 2006 and became well acquainted with the details of service business in Brazil as a trainee. One year later he graduated in engineering and gained extensive experience as a service engineer in the maintenance, repair and commissioning of pumps. This knowledge made him the ideal expert for customer projects outside Brazil, leading him to travel the world as a “problem solver”. During his career, he took advantage of numerous international training opportunities offered by his employer. The service expert is now one of the main points of contact throughout South America for customers interested in having their systems analysed to improve energy efficiency. Today, Bruno Eduardo Pinheiro is responsible for a KSB service workshop in the northeast of Brazil and heads a team of nine.





## Canada

**“I have never met anyone who was not willing to give me advice, information or support for my career path.”**

**Thomas Morris**

KSB Mining Account Manager, Fort McMurray, Canada



### **Only the customer counts**

After completing his engineering degree, Thomas Morris started his career with one of the world's largest oil and gas companies before joining KSB subsidiary GIW Industries in the USA in 2018. As an account manager based at Fort McMurray in Canada, he is responsible for looking after an oil sands facility operator. The mining of this raw material places exacting demands on pumps, as they handle solids-laden fluids and therefore wear out quickly. Demand for spare parts and services is correspondingly high. Dealing with this is all in a day's work for Thomas Morris. He benefited from his colleagues' help in acquiring the necessary expertise for his role – they were happy to share their knowledge and experience in this challenging field. Dealing with customers was also new territory for him, and here too he could count on advice and assistance. He quickly found his feet and always goes the extra mile as a reliable contact person for “his” Canadian customers.



Indonesia

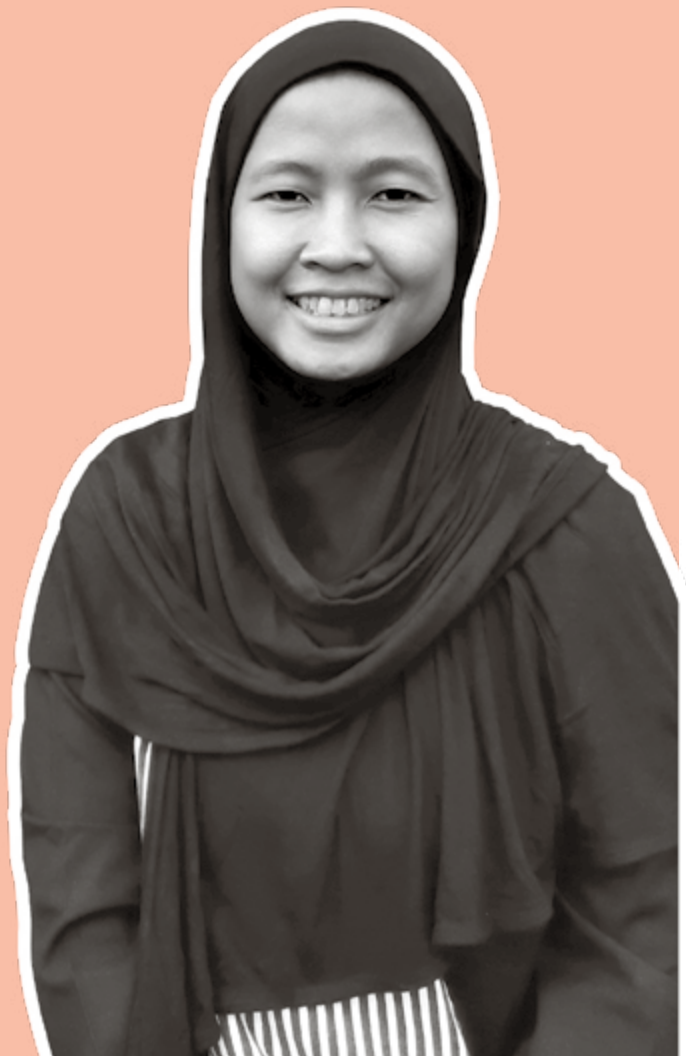
**“The job at KSB is fun! We may face challenges and a dynamic environment, but the cooperation is great.”**

**Yanuar Indah**

Head of Integrated Management, Jakarta, Indonesia

## **Versatility comes out on top**

Having studied psychology, Yanuar Indah has worked in human resources at KSB Indonesia since the start of 2013, taking care of staff training and development first as a member of the team and then as head of the section. She was initially responsible for all staff training activities in Indonesia. But soon further tasks were added: The mother of two girls regularly organised events for employees such as family days and group excursions. In May 2019, she set her sights on a completely new challenge within the company. Yanuar Indah is now responsible for Integrated Management and ensures that KSB operates according to internationally standardised quality, environmental and occupational health and safety standards in Indonesia. Her key motivation: To help increase productivity in the company.





**“KSB offers me interesting, exciting and at the same time challenging work which I tackle with a great a team.”**

**Birgit Bitzel**

Production Manager, Frankenthal, Germany

## **It all began with a major project**

After graduating as an engineer, Birgit Bitzel worked for various mechanical engineering companies before joining KSB in 2008. In her role as a sales engineer, the mother of two immediately took on responsibility for a large and important project: Her task was to supply a customer with complex power plant components under time pressure, coordinate various production sites and manage assembly and installation with the service specialists. It was a challenge for Birgit Bitzel, but the ambitious sales engineer rose to the challenge and quickly established an internal network. She then received an offer to manage the planning and control of a production plant in Frankenthal with 25 employees. She is now responsible for the same plant's assembly area incorporating a test facility, as well as piping and painting units – a job that unites people skills, deadlines and technical challenges.

Germany





**“My career at KSB so far has been very exciting and full of variety and wonderful opportunities.”**

**David Herbert Jones**  
Sales Manager, Johannesburg, South Africa

## **All good things come in twos**

Engineer and quality manager David Herbert Jones worked as an engineering technician at KSB in South Africa from 1981 to 1986. He then gathered experience working outside KSB before returning to the company in 1991. As engineering manager he developed pumps with his team of eight colleagues. In the process, the father of two sons learned to appreciate cooperation with other departments – as engineering and design require real teamwork. Having been promoted to operations manager of pump production in 1996, he oversaw the work of 150 members of staff. 2001 saw David Jones move to Indonesia, where he expanded sales activities as Managing Director until 2003. Since returning home, he has been primarily responsible for regional sales within Sub-Saharan Africa as well as exports to KSB companies. He has been part of the senior management team in South Africa since 1993. He is pleased that KSB is an established company in Africa of which one can be proud.



South Africa

# 5 of 15,000

Staff interaction plays an important role in a company. Five employees report on how they get actively involved at KSB.

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**“Our Social Intranet allows me to connect with my colleagues from all over the world. I can pass on the latest news from Canada to the other KSB locations in real time.”**

**Sonia Campbell**  
Communications Coordinator, Mississauga, Canada

KSB has developed an internal social network to support cooperation within the Group. It offers employees an uncomplicated channel of communication and a quick way to get questions answered. If you are looking for an expert, you can simply tap into the network of colleagues around the world.



**“Face-to-face discussion with Management gives me a different perspective on current issues.”**

**Markus Kluge**  
Project Manager, Frankenthal, Germany



Employees have direct contact with KSB's Managing Directors during joint breakfast breaks and lunches. These regular meetings take place so that ideas can be exchanged in a relaxed atmosphere. The philosophy behind this: Discussion and open communication are the foundation for success.





**“Sport is the best way to promote team spirit. One team, one goal, we are KSB!”**

**Vladimir Dragoman**  
Sales Expert, Moscow, Russia

Joining with others to enjoy sporting activities has a long tradition at KSB. Employees have been enthusiastic proponents of company sports for more than 100 years. The choice ranges all the way from aqua gymnastics to wakeboarding. And sport works: more motivation, improved team spirit and better fitness.

**“Having fun with our families on site at the company is great. It makes us one big KSB family.”**

**Juan Estrada**  
Process Engineer, Querétaro, Mexico

Our families should be celebrated! They make a key contribution to finding the right work-life balance as well offering support and assistance throughout our lives. In recognition of the importance of families, KSB regularly organises events including family days and after-work parties. Together we can achieve everything.



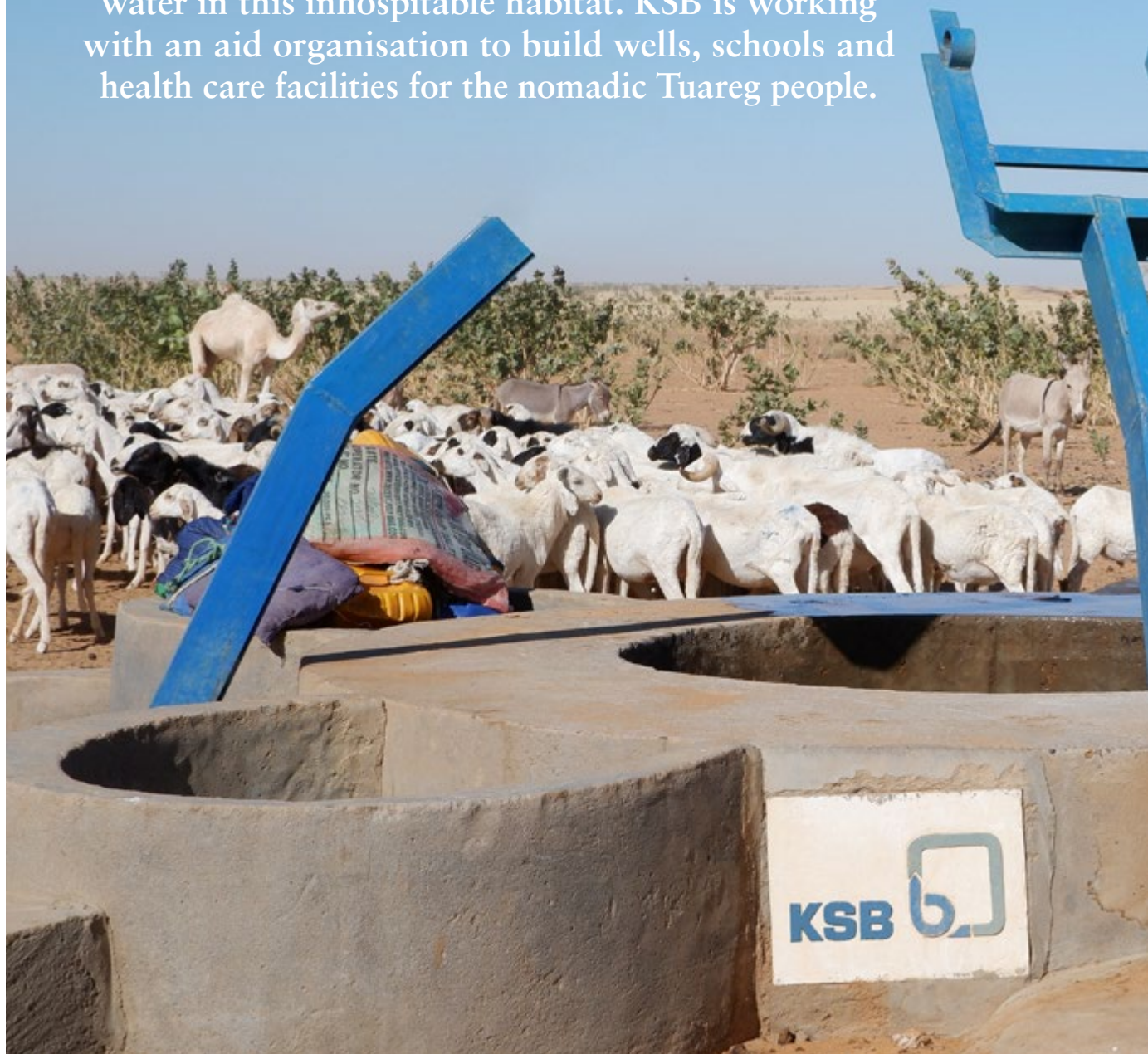
**“All colleagues enjoy our team-building activities. They are unforgettable and fantastic experiences!”**

**Fong Ling Lai**  
Financial Controller, Petaling Jaya, Malaysia

If you want to get better acquainted with your colleagues outside the workplace, then joint excursions are the answer. KSB supports these activities because they make an important contribution to corporate culture. Fun is guaranteed – and employees get to know each other off the job in a private setting.

# Water for the Tuareg

Niger's desert is a sea of sand and stones beneath the sun's relentless glare. Nothing is more important than water in this inhospitable habitat. KSB is working with an aid organisation to build wells, schools and health care facilities for the nomadic Tuareg people.









**Before and after: The Toubouheit village school received a new building. Where before there was only a straw shack in the desert sand, children now have a solid building at their disposal. Nearly 40 pupils study here.**

The Tuareg people in Niger inhabit the Sahara and the bordering Ténéré region. Even today, some still live as nomads, wandering with their animals and sleeping in tents. With rain being so rare in this desert region, they are always looking for new sources of water. Other Tuareg communities belong to the sedentary part of the population, who mainly live in small villages. Even there water is precious and difficult to access.

Supplying these people with water is the key to unlocking further development in many areas: Removing the laborious task of fetching water – generally a job for children and women – creates more time for school attendance and other activities. Agriculture also benefits: Fruit, vegetables and cereals are easier to grow and animals can be reliably supplied with water.

To support the population of these parched regions, KSB has been involved in the Les Puits du Désert (Wells of the Desert) project, which is run by the French aid organisation of the same name, since 2012. The company provides financial resources for the construction of wells in Niger through its French subsidiary KSB S.A.S.

“Since KSB is an international manufacturer of pumps and valves, it seemed a natural step to ask whether the company wanted to get involved in our well projects,” says Christel Pernet, founder and President of the Les Puits du Désert aid organisation. An enquiry from the dedicated aid worker was welcomed by KSB. At the World Water Forum in Marseille, both parties agreed to cooperate.

Developing new water sources helps the sedentary Tuareg communities to irrigate their orchards and vegetable fields and supply their families with drinking water. In addition, wells along the migration routes ensure the water requirements of the nomads and their animals are met.

Often the well projects provide a catalyst for other projects – and building sites. For example, a new building for the village school in Toubouheit was constructed in the vicinity of a well. Almost 40 children now benefit from a permanent school building. In Egarwey, KSB equipped the local school with tables and benches, while toilets and accommodation for teachers were also built. A women’s cooperative received a room which is used for many activities including cooking.

“We aim to help the Tuareg lead a self-reliant life in the desert,” says Pernet. Villagers therefore maintain the wells and handle most minor repairs themselves. This way they are not dependent on the help of technical staff who are unavailable locally. Where there is no electricity, solar-powered pumps are used to transport the water.

Availability of clean drinking water helps to reduce infant and childhood mortality in Niger, as diseases transmitted through contaminated water contribute to high child and infant death rates in the African country.

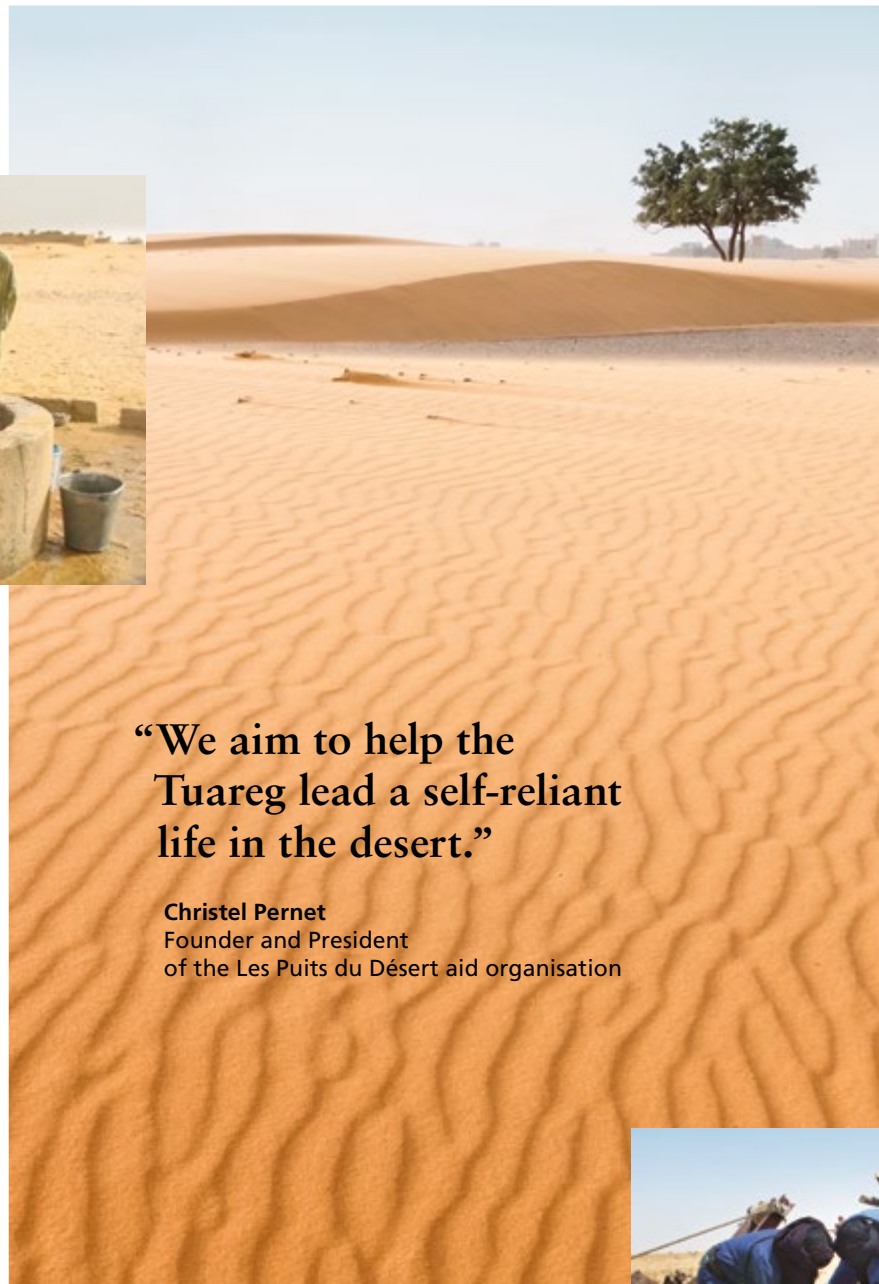
KSB’s employees can wholeheartedly identify with the project. Every two years they organise an additional fund-raising campaign for Les Puits du Désert in France. This supports the implementation of further projects which benefit the people of Niger.

To date, the aid organisation has provided access to clean water for around 100,000 people. But there is still much to be done. “We would like to set up 300 more wells and expand village infrastructure in order to improve the overall living conditions,” explains Pernet. KSB intends to continue supporting the aid organisation in this process.





The village well can be easily operated using a hand pump. This provides drinking water for the inhabitants and indirectly supports school attendance, as children no longer have to undertake long walks to fetch water.



**“We aim to help the Tuareg lead a self-reliant life in the desert.”**

**Christel Pernet**  
Founder and President  
of the Les Puits du Désert aid organisation



Winch wells provide nomadic cattle herders with clean water for their families and animals.



Wells used for irrigating fields are equipped with a pump set that transports water into a basin. From there, it is piped to large gardens where the locals grow fruit, vegetables, spices and cereals.

# Global commitment

KSB strives to foster social development.  
In 2019, the company supported more than  
100 social projects providing help for those in need.  
Five examples from around the world:



## A passion for technology

Education is a key focus of KSB's social commitment. The company supports "Jugend forscht", a regional competition for young researchers, at its two largest German locations. In Frankenthal, KSB hosted the finals in which 95 children and young people participated. The Pegnitz location supported the competition as a sponsor.



95

20



## Education project in Brazil

In Brazil, KSB helps prepare around 20 youngsters and people with disabilities who lack access to adequate schooling to take their first steps in the world of work. Over 12 or 24 months, participants acquire theoretical knowledge at school and practical experience in the company. The aim is to prepare young people for the labour market so that they can earn their own living. And some might even be offered a job at KSB.





## Water for Vietnam

Secure and regular water supply cannot be taken for granted in many parts of the world. For around 10,000 people in North Vietnam, quality of life has improved significantly thanks to a new water supply system. KSB participated in the non-profit project as an industrial partner.



## Disaster relief on Java

The Indonesian island saw an earthquake and a tsunami destroy many houses in 2019. KSB provided rapid assistance to the victims of the natural disaster: Twelve dedicated employees provided those affected with money, clothing, blankets, sanitary products, household goods and school supplies.



10,000

12

21,000



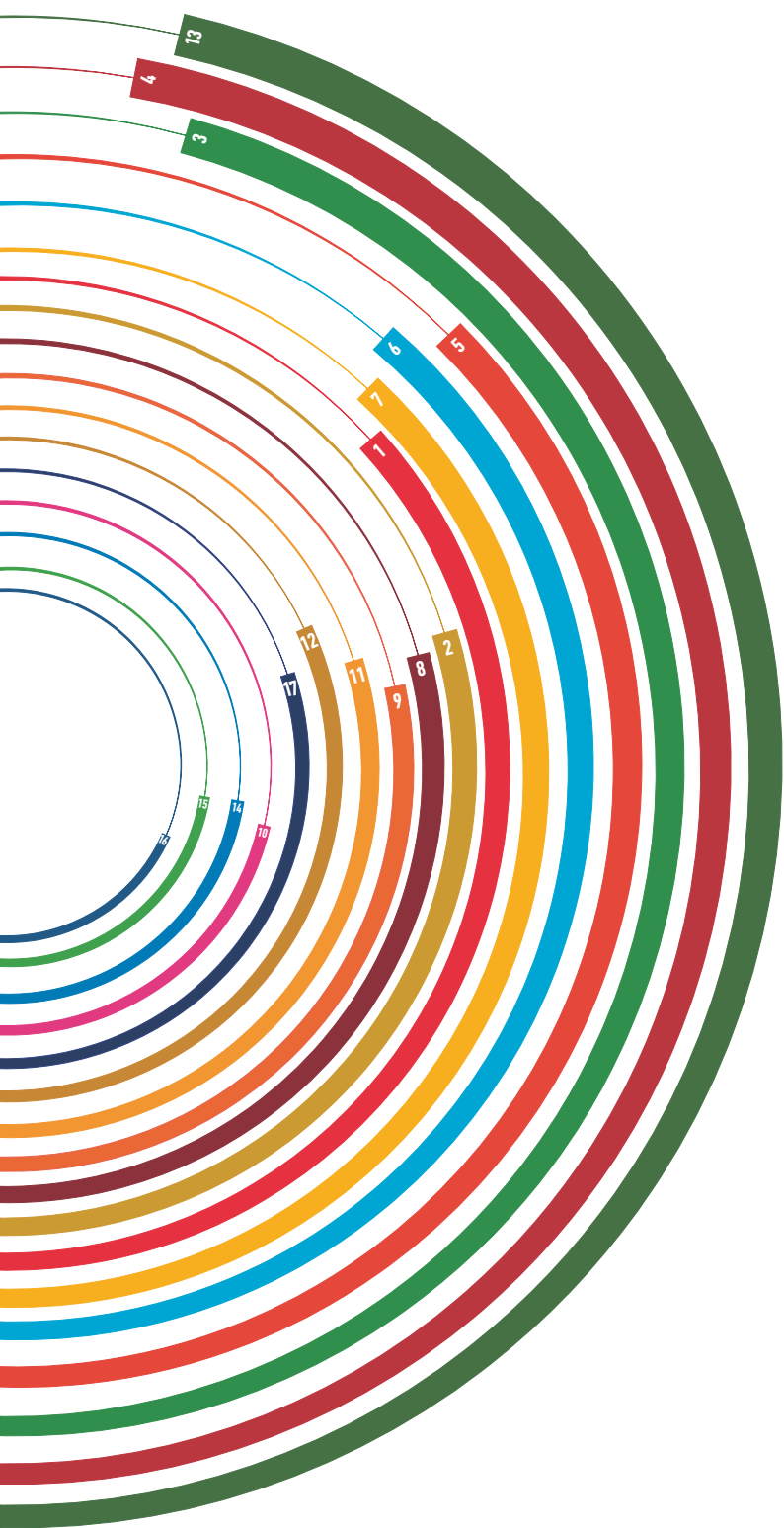
## Health for South Africa

Access to adequate local health care is crucial to the quality of life of people in rural areas. In South Africa, KSB financed the modernisation of a hospital in Nthoroane in the province of Mpumalanga with 21,000 euros as well as managing the implementation of the project.



# For a Better World

As a signatory to the UN Global Compact, KSB supports the United Nations' 17 goals for sustainable development. They are intended to help reconcile economic progress with social equity and the preservation of the environment.





## Facts on sustainability at KSB

### Greenhouse gases

–2,292 t

Reduction in CO<sub>2</sub> emissions in 2019  
compared with the previous year

### Renewable energy

34.4 %

Share of renewable energy in the  
Group's electricity consumption

### Social commitment

116

Charitable initiatives and projects supported  
by KSB in 2019

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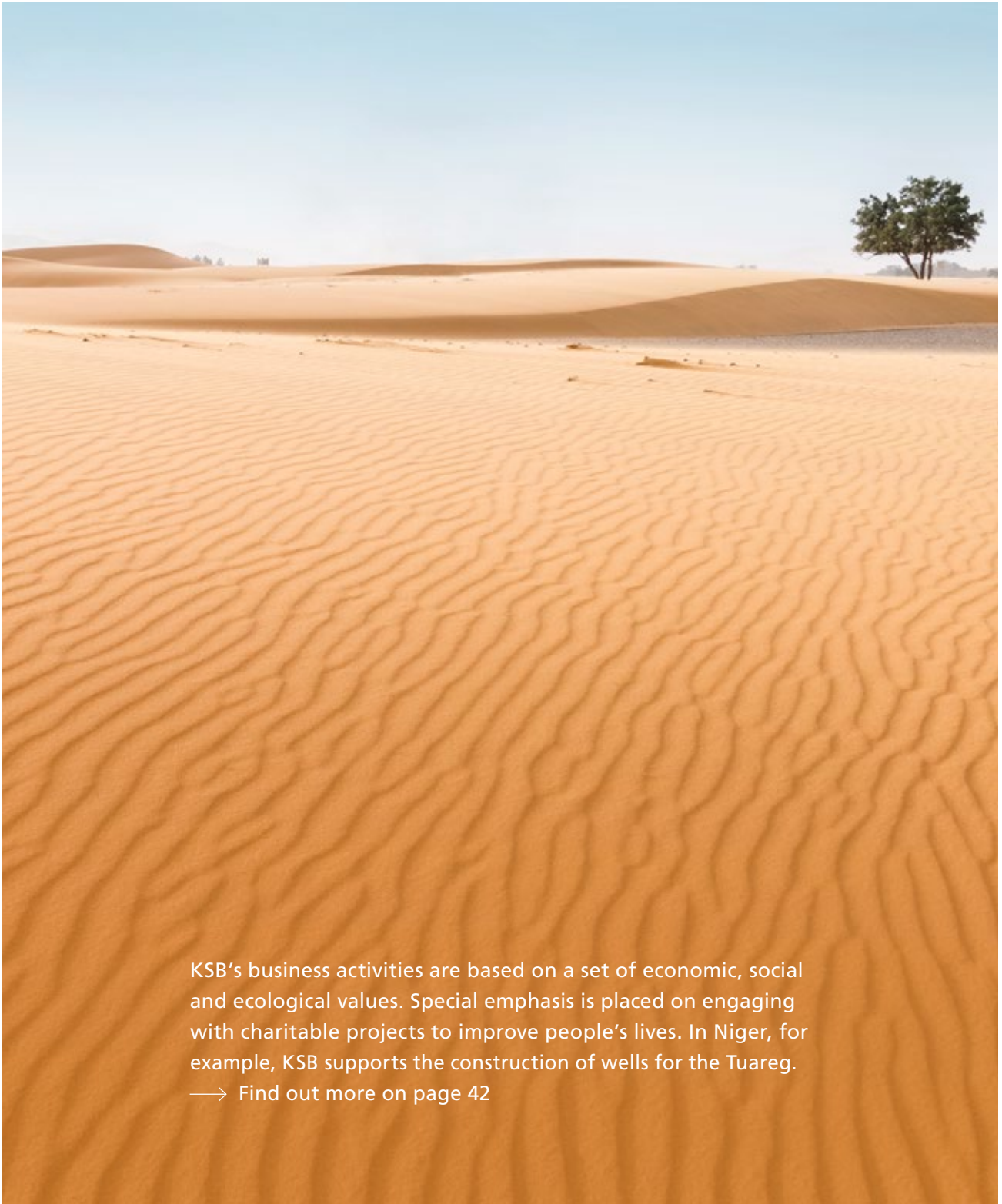
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KSB's business activities are based on a set of economic, social and ecological values. Special emphasis is placed on engaging with charitable projects to improve people's lives. In Niger, for example, KSB supports the construction of wells for the Tuareg.  
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