Schindler Your First Choice
Who We Are, What We Do & Why We Do it
Welcome to Schindler.

Elevators – and escalators – made tall buildings possible, and tall buildings gave rise to the cities that house over half the world’s population today.

More than 140 years ago, Robert Schindler founded a small family engineering company and built his first elevator. It was powered by water.

Much has changed. Today, Schindler elevators and escalators are powered using Power Factor 1 inverters and permanent magnet gearless hoisting machines, with microprocessors assuring optimum passenger handling capacity. We operate in over 100 countries and manufacture our equipment through a global network of latest-technology production facilities.

Yet despite the many changes of the past 140 years, our values and ambitions remain constant.

Schindler is still a family-run company, built on family values and principles. And we still have the same unerring commitment to using the skills, resources and exceptional abilities of our worldwide family of experts to make tomorrow’s world of megacities not just possible, but better every day.

Who are we? We are Schindler: engineers, pioneers, innovators and visionaries – a very large family of urban mobility specialists dedicated to make tomorrow’s world a better place to live in.

We are always at your service, and we will never stop trying to be Your First Choice.

Thomas Oetterli
CEO Schindler Group

Our Vision

Leadership through Customer Service
With over 56,000 employees, Schindler is one of the largest family-run companies in the world.

We’re proud of every one of them – and we’ll go the extra mile to make sure they’re proud to be part of Team Schindler, too.
Who We Are

With over 140 years of continuous growth, unbroken service and constant focus on leadership in a single, specialized industry, Schindler has taken no short cuts in establishing a reputation for quality and reliability that has earned the trust of thousands of customers in over 100 countries worldwide.

Still a family-run company despite the scale of its global operations, Schindler remains true to the core values that continue to underpin the company’s successful expansion worldwide:

– Safety
– Create Value for the Customer
– Commitment to People Development
– Integrity & Trust
– Quality

At Schindler, we remain aware at all times that our successes must always be balanced by our commitments, and that our commitments are wide-reaching: to our shareholders and customers, of course; to the over 56,000 (and still growing) specialists from multiple cultures and disciplines who together form our company; to the general public, who depend on us for safe, efficient and comfortable transportation throughout the urban world every day; and to the future, where up to 2.5 billion more people will move to cities and add to the need for urban mobility services by the year 2050.
Be Schindler
Be Valuable
What We Promise


Trusted.

Trust is always the hardest value to earn in a relationship, and the easiest to lose.

Our legacy of over 140 years of unbroken growth, expansion and success is built on trust: in the excellence of our Swiss engineering; in the performance of our equipment; in the quality of our services and support; and in our commitment to continuous improvement.

We know that success depends on providing value, and that an essential part of that value is the confidence our customers and users can have in the experts, specialists and professionals who together form our company.

We believe that we have earned the trust of our customers, colleagues and users through over 140 years of service and success. And we know that we have to keep earning that trust every day.

We promise to do our utmost to be worthy of your trust.
Schindler’s legacy is over 140 years of unbroken service, dependability and growth. Today’s Schindler Group has been forged from that core of experience and expertise into an organization that is adaptable, strong, and committed to meeting the urban mobility challenges of the future. We invest in continuous improvement so that over one billion users every day can invest their trust in us.
What We Promise


Professional.

Over half of Schindler’s worldwide workforces of over 56,000 are involved in installing, maintaining and modernizing the elevators, escalators and moving walks under our care. Our range is truly comprehensive, covering the needs of every type of mobility service in any building application, from the smallest dumbwaiter to high-speed double-deck sky lobby shuttles, to freight elevators capable of lifting a fully-loaded container truck, to non-stop escalators in the busiest mass transit subway systems.

Each of our specialist engineers is fully trained, certified and then re-trained on an ongoing basis to ensure not only the fine-tuning of their expert skills, but also full familiarity and compliance with the latest technologies, regulations and local codes.

Behind our front-line specialists, experts from a wide range of complementary disciplines add their own vital contributions to ensure quality, customer focus and continual improvement in all we do: in R&D, technical and organizational training, IT, marketing, testing, and much more.

Schindler’s reputation for professionalism is built upon an exceptional legacy of experience in a single, highly specialized industry. Today, the company’s origins in Swiss precision engineering combine with new technology leadership to improve continually both the performance and the value to customers of our products and services worldwide.
We aim at all times to be more than a supplier of excellent equipment and service. Schindler strives always to be a professional partner to our customers, adding value to their enterprise, and adding quality to our urban infrastructure.

Elevators and escalators are complex mechanical engineering systems designed for continuous, often heavy-duty motion over a life cycle measured in decades. Yet beyond the pure engineering excellence, recent advances in elevator technology and services have come largely from microprocessors and new technologies.

Schindler was the first elevator company to master “cost of service” bidding algorithms for large groups of elevators in the 1970s with its industry standard-setting Miconic V controller.

Later, Schindler revolutionized elevator control systems and improved performance by up to 30% with the first ever lobby floor input elevator, Miconic 10.

Today, Schindler continues to lead in elevator innovation with its PORT lobby card reading system.

And in 2015 Schindler launched myPORT, a total building access and security system that enables tenants and managers to control visitor movements throughout their building. myPORT is the first urban mobility system developed by an elevator company that adds mobility and value to any building – even if it does not have any elevators!

In addition, Schindler’s award-winning IT division, Schindler Digital Business, has developed industry-leading new products that improve performance and customer transparency on the service side:

Schindler Dashboard offers customers instant, comprehensive information on all elevators and escalators in their portfolio under Schindler maintenance.

And Schindler Direct now adds remote monitoring to the range of services available to our customers: sensors monitor performance on vital components and give advance warning when intervention is required, thereby avoiding downtimes and increasing both efficiency and availability of the units.
Schindler has pioneered the elevator and escalator industry in developing intelligent, integrated and innovative mobility solutions. Through our award-winning Schindler Digital Business division, we have become established leaders in creating the Internet of Elevators and Escalators. Smart solutions come from smart people with smart ideas and the encouragement they need to develop them. We are determined to keep building on our reputation as a smart company.

Be Schindler
Be Smart
This is our goal. We want to be undisputed leaders in our industry for quality, performance and innovation. We want to be the partner of choice for all our customers worldwide. We want to be a byword for continuous improvement. We want to be Your First Choice.

This is our promise to our customers, and to everyone who depends on our products and services for safe, reliable transport every day. This is the way we want our customers to perceive us, and these are the values and behaviors we must embody in all that we do, and in the way that we do it.

Our company must be: Trusted. Professional. Smart.

Our products and services must be: Trusted. Professional. Smart.

Our behavior and interactions with customers, colleagues and the general public must be: Trusted. Professional. Smart.

These are our core values. They are the cornerstones of our business, and are absolute and non-negotiable. Everyone in Schindler must have a permanent commitment to these values, and should contribute to improving our fulfillment of them every day.
...Then we will make Schindler Your First Choice!

...And embody in all that we do and the way that we do it this promise of performance and behavior...

If we remain at all times true to these core values...
What We Do

We innovate
Every year, our worldwide R&D network registers well over 100 patents for ideas, technologies and concepts to make urban mobility more effective, efficient, sustainable, comfortable and secure.

We design
We don’t just build machines that move people. We partner with developers, architects, consultants, surveyors and landscapers to create the integrated transit management systems that make contemporary building designs possible.

We develop
Schindler’s product development combines market analysis, R&D, ergonomics and aesthetics, detailed customer research and rigorous testing before any new product is released. Time to market is critical – quality is paramount.

We manufacture
We have a global network of production facilities, all specified for uniform high quality and optimum sustainability. If you need to move people or goods vertically, diagonally or horizontally in any building environment, we can make it.

We install
Our installation engineers, supervisors and project managers are time-served specialists with the training and experience to install quality equipment in one of the world’s most challenging work environments: the building site.

We maintain
All Schindler equipment is designed to run for decades. Schindler service experts combine skill, experience and digital technologies to make sure the equipment under their care runs at peak performance – throughout its working life.

We modernize
We can help keep aging buildings competitive with new ones. Schindler modernization gives elevators and escalators the power, performance and aesthetics of new designs, materials and subsystems, however old the equipment.

We sustain
Every Schindler elevator and escalator is at least 80% recyclable, and Schindler 3300 Solar is the world’s first fully autonomous, solar-powered elevator. We are committed to investing in new technologies for a sustainable future.

Our Mission
To create new systems and solutions to make the world’s buildings and cities safer, more efficient, more sustainable, more comfortable every day, and to be Your First Choice.
Be Schindler
Be a Leader

Schindler’s myPORT smartphone app moves residents seamlessly, securely and comfortably throughout the building.

At Schindler, we’re working to make tomorrow’s cities possible.
How We Do It

Schindler is a commercial company. We have a duty of care to our shareholders, employees, partners and customers – and to the billion-plus people who depend on our products and services every day for safe, reliable transportation.

Our purpose is to provide an essential infrastructure service for the world’s rapidly growing urban environment.

Our goal is to be leaders in our industry and the partner of choice for anyone needing to install, maintain or modernize elevators, escalators, moving walks, or any form of transit management system for buildings.

Our need is the profitability to fund our operations, innovations and research, ensure our quality and competitiveness, and provide our shareholders with the right return on their investment in our company.

As an entirely unsubsidized corporation, we strive for continuously improving quality, reputation and competitiveness.

As a public service provider, we assume a total commitment to safety, reliability and continuity of operations.

As experts in our field, we want to be the best.

Why do we do it? We are Schindler. We want to make a difference. We want to be Your First Choice.
In March 2015 two of our branches in Madrid, Spain, celebrated 5 years without a single accident or injury.

At Schindler, safety for passengers and employees was, is, and always will be our Number One priority.
Why We Do It

We provide a transportation service that is available to everyone on the planet. Over one third of the world’s urban population uses Schindler-installed or -maintained elevators, escalators and moving walks every day.

That is an achievement we are very proud of – and pride is one of the most important values at the heart of everything we do in our company. We are proud of what we do: proud to be part of a very large and very successful team of experts; proud of the people we work with and the customers we work for – and we take great pride in the way we do our work.

But we have one far greater and more important value: Safety. Transporting over one billion people every day brings with it a huge responsibility. We are responsible for the safety of every person, pet and item we carry. And for the safety of every employee or subcontractor working to install, maintain or modernize our equipment.

Safety always has been, and always will be our prime objective and guiding principle. For that reason, we carry out systematic, rigorous checks during installation, at handover of every elevator, escalator and moving walk to our customers, and throughout every piece of equipment’s long working life.

We want to make a difference for the better. We believe that every interaction with a customer, partner or passenger should be a positive one. Every contact with Schindler should leave our customers, partners and passengers feeling better – confident in their choice of supplier, reassured in the quality and performance of our equipment and services, and above all safe and secure.
The new 4 World Trade Center chose our PORT Technology integrated access and elevator control for performance, comfort and security.

Together, we’re winning New York’s battle to reclaim the skyline.
Schindler elevators and escalators work around the clock and around the world. So do Schindler people. 24/7 call centers assure immediate response in the event of entrapment or unforeseen downtime – whatever the cause.

And for modernization projects particularly, where we upgrade elevators and escalators in existing buildings to the latest technologies and performance, our specialist teams regularly work overnight to avoid disrupting tenants and visitors while the building carries on business as usual.

Having a global network of over 56,000 specialists not only means we are on the spot to respond to any customer requirement at all times. It also enables us to put together dedicated teams that harness the most relevant experience and expertise to meet the demands of our most challenging projects, wherever they are.

On large-scale projects such as major commercial complexes or public transport infrastructure developments, well over a hundred Schindler professionals from a dozen or more different cultures and countries can be involved at any given time. They surmount time, distance and language barriers to bring together the necessary skills required to achieve the desired result: in engineering design and development, installation techniques, software and coding, project management, logistics, customer liaison and more.

Increasingly, our major customers work internationally, too, managing projects on one continent out of offices on another, with key supplies and systems sourced globally.

Working on the global scale comes naturally to a company with its origins and worldwide headquarters in one of the world’s most international countries – Switzerland – and a 140-year history of expansion to every corner of the world.
From a small workshop on the banks of the lake of Lucerne in 1874, Schindler Group has expanded through four generations of the same family and over 140 years of continued growth and innovation to be present in some 100 countries worldwide, with over 1,000 branches and more than 56,000 employees.
What We Also Are


A corporation is regarded by the law as a person: in other words, a citizen.

We are pledged to making sure that Schindler remains at all time, and in all ways, the best possible corporate citizen. We are acutely aware of our responsibilities to the People we serve and who use our products, to the correct Performance of our business, and to our Planet.

We are committed to continuously increasing the sustainability of our products, and to reducing our global carbon footprint.

Currently, over 80% of every elevator, escalator and moving walk we manufacture is recyclable. We intend to keep improving that percentage.

We have designed and installed the world’s first-ever fully autonomous solar-powered elevators. The Schindler 3300 Solar is equipped with batteries that enable it to make up to 400 additional trips using stored solar energy even in total darkness.

Worldwide, we operate a fleet of over 20,000 vehicles to support our operations. We are constantly reviewing alternative transport means, using electric and hybrid vehicles, and streamlining our service technicians’ daily routes to minimize consumption of fossil fuels.

We are citizens of the communities and societies where we operate, too.

Throughout the Schindler world, our companies and our employees make important contributions to the community: with charity work, local events, support and sponsorships.

We sponsor the Schindler Award, one of the world’s most ambitious architectural competitions, where students from universities on all continents take up the challenge to design the cityscapes of tomorrow.

And we are a main partner and sponsor of Solar Impulse: the aircraft attempting to circumnavigate the globe using only solar power. Schindler technicians and research engineers have worked side by side with Solar Impulse’s own team for years developing the new technologies that have made this epic journey possible.

We are Schindler. We care. We want to be worthy of being Your First Choice.

Our Sustainability Policy

Schindler is committed to providing optimal mobility solutions, safe and effective, in response to continuing global urbanization in the coming decades.
Be Schindler
Be a Good Citizen

In China Schindler employees give their free time to Schindler Cares, a program devoted to helping society’s underprivileged.

Around the world, Schindler employees join together to support the communities they live and work in.
Be Schindler
Be First Choice

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