

# 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.

PT NusaFluid Solusi Utama is the authorized sales and service center for Swagelok in Indonesia. Swagelok Indonesia has been established with a resilient track record 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 25 years of experience. Alongside highly-skilled and dedicated associates, we strive to provide unparalleled customers' experience and to be our customers' Total Solutions Partner.

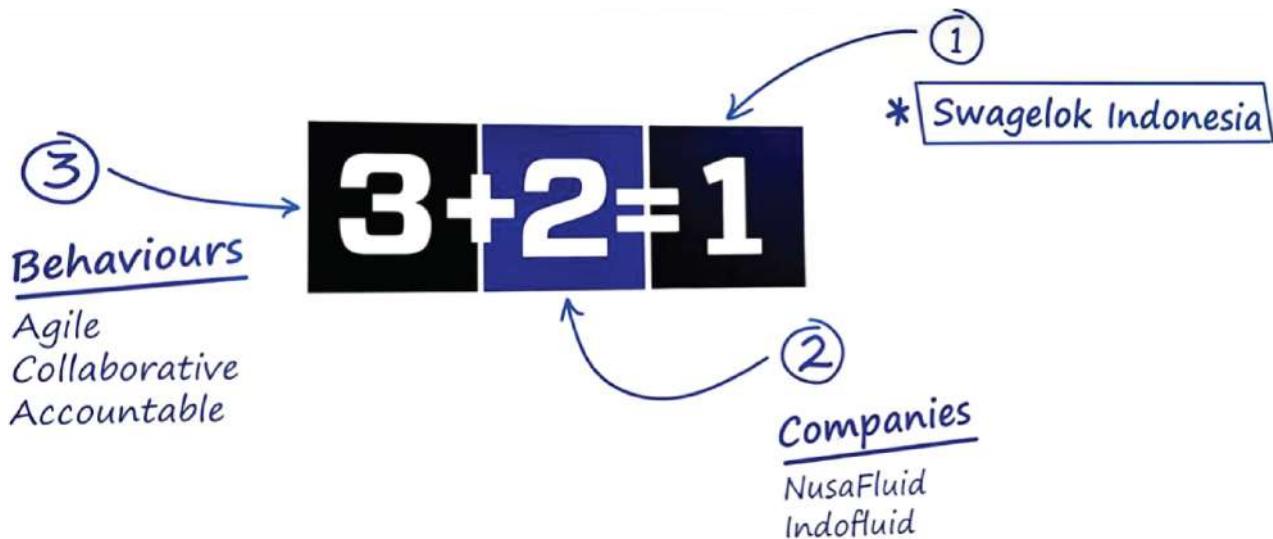
## ONE SWAGELOK

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

To be the partner of choice to work, solve, and grow.





PT NusaFluid Solusi Utama (NusaFluid) is the Sole Distributor for Swagelok in Indonesia, with our head office located in Jakarta and sales representative offices in Surabaya and Singapore.

As a 100% Indonesian-owned company, we are registered with the Oil & Gas Management Task Force (SKK Migas) and proudly operate as an authorized Sales & Service Center operated by Indonesian professionals.

Each year, we supply over 20,000 tube fittings and maintain an inventory of USD 3 million. Our team consists of 56 skilled associates, holding 60 engineering certifications, ensuring outstanding services and expertise.

At NusaFluid, we pride ourselves on our team of local experts who demonstrate High Performance Behaviors of being Agile, Collaborative, and Accountable. We deliver high-quality products & services tailored to meet the fluid system needs of diverse industries, including oil and gas, chemical and refinery, clean energy, mining, transportation, and more.



# 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 and SQS-D standards) through which we strive to consistently provide our customers with excellent quality products and services.

## Quality Policy

Aligned with ISO 9001 and SQS-D principles and requirements, NusaFluid 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.

To achieve this goal, we continuously improve our Quality Management System:

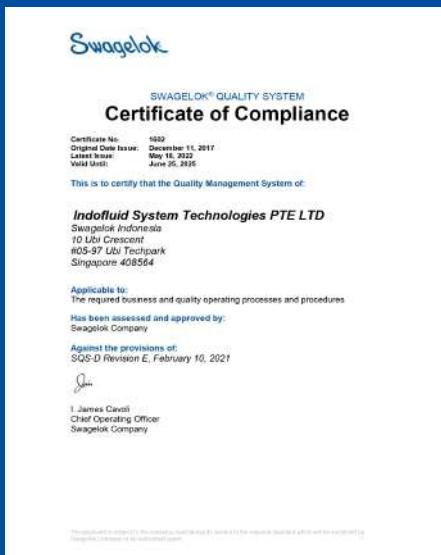
- ▶ **Strategically aligning our teams**
- ▶ **Enhancing availability and Operational Excellence**
- ▶ **Surrounding customers with unmatched expertise and value**

## 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)

NusaFluid 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, midstream, and downstream oil and gas applications in Indonesia for many decades. NusaFluid currently serves all major oil and gas producers as well as hundreds of major contractors, integrator, and suppliers. Our sales, field engineer and support staff are based in all across the country to support oil and gas facilities in Indonesia. We assist you with challenging oil and gas industry applications by selecting materials and designs that ensure fluid systems operate effectively, even in harsh environments.



## Chemical & Refinery

### Engineered To Solve Complex Problems

NusaFluid has been providing products and services to many chemical, petrochemical, and refinery companies across of Indonesia for many years. Swagelok® fluid system components and application solutions for chemical processing help to reduce downtime, avoid leaks, and maximize production efficiency. We help you keep up with changing demands that affect your critical fluid system applications. We provide dependable fluid system components that are trusted to perform in the most challenging environments.

Our commitment to high quality and innovation makes them a reliable choice for companies in the chemical and refinery sectors.





## Mining

### Partnering for Safety and Success

Mining companies are in hard-to-reach, remote places with harsh environments. This is why we are committed to provide reliable products and dedicated service to overcome their unique challenges. We anticipated the client's challenges and the need for local support. An associate, fluent in Bahasa and experienced in this industry, was deputed to extend services. The associate improved collaboration and communication between NusaFluid and the customer, reducing query and delivery turnaround times. This strengthened our relationship, leading the customer to request training services to enhance their installer's skills.

We deliver on personal service that leads to high value relationships you can count on in the long run. We can help you overcome challenges.

## Others

### High Quality Perfect Fit

NusaFluid serves various markets, including clean energy, pharmaceuticals, and pulp & paper. We offer high-performance, user-friendly, and sustainable products tailored to each sector. The drive for sustainability is fueling innovation in clean energy technology. Today's top priorities include clean production, reliable distribution, safe storage infrastructure, and accessible transport. Whether supporting green energy, reducing emissions in pulp mills, or maintaining a sanitary environment in pharmaceutical industries, we help you find the perfect fit.



# Associates' Commitments



## Ruben Lalamentik

### Managing Director

*"I'm committed to develop solution mindset that will enable Swagelok Indonesia team to help our customers with their challenges and creating economic impact thru our innovative solutions."*



## Juhendry

### Deputy Head of Sales and Marketing

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



## Lucky Steffano

### CIQ & HSE

*"I'm committed to driving quality excellence and continuous improvement, striving to make Swagelok Indonesia the preferred choice in Indonesia for its quality."*



## Joel Siallagan

### Regional Field Engineer

*"I'm committed to elevate team capability and credibility to grow together in order to match customer's expectation to become trusted solution provider on fluid system, sampling system and other aspect that Swagelok expertise at."*



## Yuliani Kasman

### Head of Operations

*"I'm committed to continuously improving operational efficiency and meeting customer expectations."*



## Prisca Warsono

### Head of Finance

*"I'm committed to develop solution mindset that will enable Swagelok Indonesia team to help our customers with their challenges and creating economic impact thru our innovative solutions."*

# 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

**Swagelok®**

Swagelok Indonesia

# 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

shorthanded, 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.



## Onsite Services

Onsite Services are 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.

**Swagelok®**  
Swagelok Indonesia



## 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

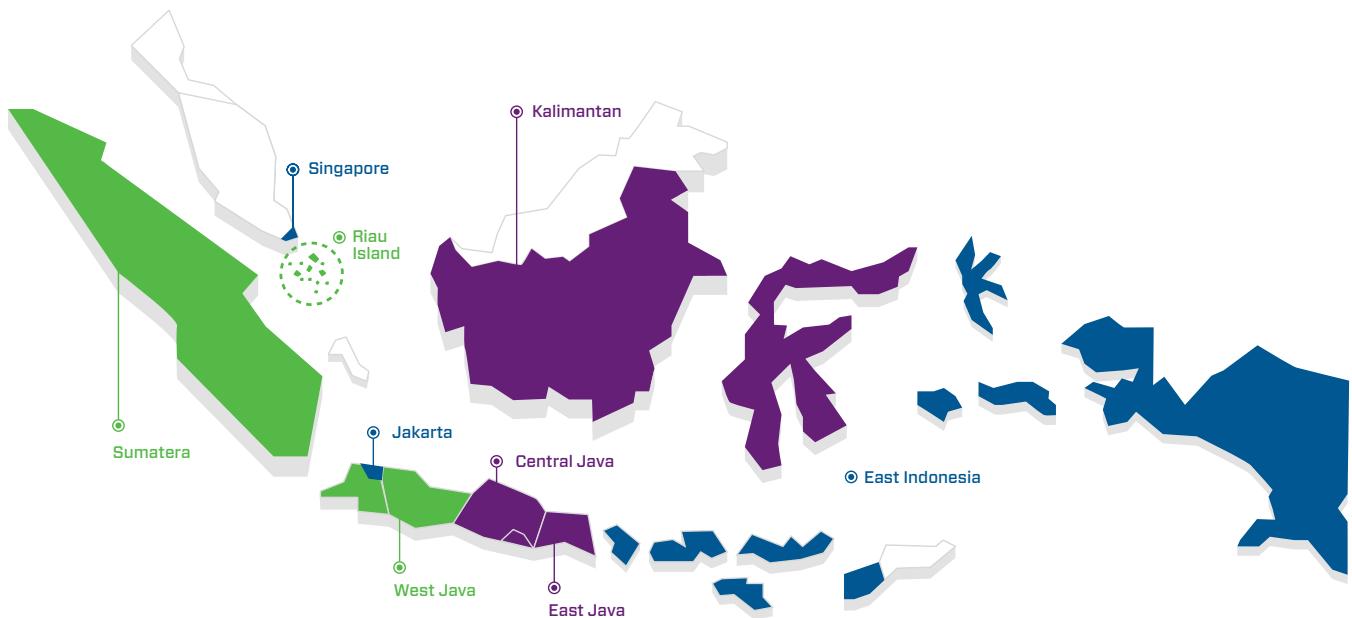
quality assemblies, panels, or enclosures from Swagelok. We can follow your existing design, or you can work with our tech center to develop a new or revised one. In any case, our approach is collaborative, as we work closely with you to ensure we understand the problem and are developing the configuration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



Swagelok Indonesia

## 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,  
& Singapore

### Group 2

Sumatra, Riau Island,  
& West Java

### Group 3

Kalimantan, Central Java,  
East Java, & Sulawesi

#### Swagelok Indonesia (Main Office and Service Center)

PT NusaFluid Solusi Utama  
Infinia Park, Block A 61  
Jl. Dr. Sahardjo No. 45, Manggarai, Tebet,  
Jakarta Selatan, Indonesia - 12850  
Tel: +62 21-2200 8485  
Email: nusafluid.solusiutama@swagelok.co.id

#### Swagelok Indonesia (Sales Representative Office)

PT NusaFluid Solusi Utama  
Spazio Building, 6th Floor, Unit 625B  
Jalan Mayjend Yono Soewoyo Kavling 3,  
Pradahkalikendal, Dukuhpaku,  
Surabaya - 60226  
Tel: +62 21-2200 8485  
Email: nusafluid.solusiutama@swagelok.co.id

#### Swagelok Indonesia (Sales Representative Office)

Indofluid System Technologies Pte Ltd  
10 Ubi Crescent, #05-97 Ubi Techpark (Lobby E)  
Singapore 408564  
Tel: +65 6908 5300  
Email: info@indofluid.swagelok.com