



## **Our mission statement**

### **IDENTITY, OBJECTIVES, STRATEGIES**

#### **Who are we? – The identity of IHK**

- The IHK is a Chamber of Industry and Commerce, an organisation of businesses for businesses with the aim of furthering the interests of commercial undertakings. It provides competent, reliable advice in all questions involving business and education – for political and administrative bodies, for science and in fact for everyone. It understands itself as the voice of business.
- The IHK is independent and is recognised for its objectivity. It works free of individual interests and group lobbies. That is ensured by its status as a corporation constituted under public law. It fulfils statutory assignments, is involved in formative tasks and provides services for businesses. Customer orientation has the highest priority in this context.
- The IHK is not an association or a society as such. People cannot join or leave. It was created by the legislature as an institution with statutory membership. This is associated with a special obligation of proficiency for the IHK.
- The IHK is organised on a regional basis. It is a mover behind the main macro-economic issues in the region, which consists of Dortmund, Hamm and the district of Unna with the towns and parishes of Bergkamen, Bönen, Fröndenberg, Holzwickede, Kamen, Lünen, Schwerte, Selm, Unna and Werne.
- The IHK works on behalf of over 59,000 undertakings from the fields of trade and industry to the service sector. These mould the character of the Westphalian half of the Ruhr region – a dynamic economic conurbation with some 1.2 million inhabitants.
- The IHK's work relies to a great extent on the voluntary commitment of its business entrepreneurs. Over 3,100 of them contribute their free time on the executive board, in the full general meeting, on IHK committees or examination boards.

#### **What do we stand for? – The objectives of the IHK**

- The IHK advocates a social market economy. It campaigns for regulatory policies on this basis and for fair competition.
- The IHK stands for the values of a trustworthy merchant. Reasonableness, integrity and responsibility are what good business relationships are based on and these qualities are essential in creating a thriving business community.

- The IHK reliably fulfils the remit laid down in the IHK Act: It furthers the general interests of all business owners in the region, promotes commerce and industry and thereby takes account of the economic interests of individual branches of industry or businesses in a balanced and circumspect manner.
- The IHK dynamically shapes the business climate of the present and anticipates the future with foresight. The IHK in Dortmund sees the abbreviation IHK as also standing for "Initiatives, Horizons, Knowledge".
- The IHK regards the dual education system as one of the main pillars of its work. This system ensures a high standard of quality and a broad range of vocational training. It helps individuals to improve their career opportunities and chances of getting on, whilst securing existing jobs and creating new ones at the same time.
- The IHK actively backs the structural change in the economy of the Westphalian area of the Ruhr and helps the region to attract domestic and foreign investment. This includes
  - the further development of the industrial landscape
  - a widely varied range of industries, trades and services
  - a close collaboration between business and science
  - an excellent infrastructure combined with sufficient space to grow and reliable power supplies at affordable prices
  - a broad diversity of housing, cultural offerings and leisure time pursuits
- The IHK supports the development of future fields of business. It helps lay the foundations for growing prosperity and continued progress in the region.
- The IHK takes an active hand in improving the image of the Westphalian part of the Ruhr region as a business hub. It avails itself of the entire spectrum of traditional and modern media to this end. Image promotion is business promotion.
- The IHK encourages foreign trade among its undertakings by highlighting opportunities on international markets and by assisting them in the practical execution of global transactions.

## **How do we achieve our objectives? - The strategies of the IHK**

- Although the IHK's initiatives are often quite innovative, they are still based on traditional values, experience and development guidelines. It regards itself as bearer of expertise and as a forum for new ideas and trends. The IHK provides impetus and identifies new spheres of activity.
- The IHK works to achieve a consensus. Its strengths include the ability to argue a case, convince others and to find like-minded partners.
- The IHK offers itself as a service centre to the undertakings in its area. Its broad range of high quality services is particularly aimed at small and medium-sized enterprises.
- The IHK's work is very much attuned to general principles of prudent corporate governance. Action taken with foresight and circumspection, allied to a sense of responsibility towards customers, employees, society and the environment, forms the basis for sustainable economic success.

- The IHK exploits its networking capabilities on behalf of its undertakings in a differentiated and targeted manner. It acts as a direct consultant, as a qualified broker, as an active moderator, as a mediator or as an energetic member on local, regional and inter-regional committees.
- The IHK collects, processes, procures and supplies information. On the one hand, this concerns information with a monetary value for its businesses; on the other hand, it involves appraisals and reports for political and administrative bodies containing proposals and suggestions on how to improve the general business climate.
- The IHK contributes its regional experience at national and international level for the benefit of its undertakings. Conversely, the chamber translates inter-regional developments into a specific regional context and offers appropriate recommendations to its undertakings.
- The IHK supports and motivates its business entrepreneurs by organising a wide range of training courses, by promoting young talent and by providing up-to-date technical equipment. After all, employees must be prepared and able to deliver top-class performance if the varied, constantly changing challenges are to be mastered. The IHK creates a suitable working environment for this purpose. Being able to balance career and family is also an important factor here.
- The personnel policies and the management principles of the IHK are guided by the aspirations of this mission statement. Customer-orientation and a service philosophy are the watchwords for all our staff in their daily work.

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