

Mission & Vision

I

As a customer-focused service provider we are always reliable.

Customer needs and expectations are our priority. As operators of the Historische Stadthalle Wuppertal, we regard ourselves as a customer-focused service provider. Our priority are satisfied customers who will recommend us to others. Our services offer the highest degree of reliability and they are always tailored to customer needs, as experience has shown us that nothing is more effective at promoting us than a successful event. The same dependability applies to our work with partners and suppliers.

II

We always act with integrity.

We say what we mean and mean what we say. We expect the same level of transparency and honesty from all our employees and every one of our business partners. We set an example for ethical behaviour in all our dealings with customers, suppliers and business partners and comply with all current rules and regulations.

III

We are team players who communicate with respect.

We are team players. The Historische Stadthalle brand lives through everyone and is brought to life by every employee. Everyone makes their personal contribution to our success. That is why it is so vital that every employee is aware of their responsibility and acts accordingly. Only together and with the help of structured processes and transparent communication can we be the very best service provider for our customers, day by day.

IV

Respect and authenticity as a basis for collaboration.

Respect and authenticity are grand words when referring to fast-paced work that has to be managed by a small team. We strive for utmost authenticity and do our best to maintain a respectful and appreciative attitude both internally and externally.

V

Rising above the rest through good leadership.

A good team requires good leadership so that business activities can go hand in hand with responsible thinking. We therefore aim to encourage and support our employees to help them gain confidence in their abilities and explore new paths. This also requires imagination and courage to try something new. The high degree of freedom we give them and the corresponding level of trust we show however also fosters everyone's sense of individual responsibility.

VI

Our approach is sustainable.

Sustainability is a path that we take jointly, as a team. We examine our work processes with open eyes, identify weak spots and address them. Every single one of us avoids waste and pays attention to conserving resources in their environment. Our aim is to turn these individual measures into a continuous process. When dealing with event organisers, we encourage sustainable measures. As part of our corporate responsibility, we have committed to the Right&Fair principles of the EVVC Code.