

Business Unit

Performance Materials



Global Market Expansion Services for specialty chemicals and food ingredients



Think Asia. Think DKSH.



Market Expansion Services: dedicated to growing business

We help companies to grow their business in new and existing markets. We expand their access to knowledge, their sourcing base, their revenue opportunities, and their market shares. Providing business partners with a comprehensive package of services to reach their individual goals is what we call Market Expansion Services.

Your strategic partner

DKSH is a major Swiss company and the world leader in Market Expansion Services with a focus on Asia. Our four Business Units – Consumer Goods, Healthcare, Performance Materials, and Technology – op-

erate worldwide through an extensive network of experts. Swiss stability underpinned by a strong balance sheet has helped us gain our global reputation as a strong, reliable, and long-term partner.

We offer a comprehensive range of services along the entire value chain: from sourcing, marketing and sales to distribution and after-sales services. Our business partners benefit from our long-standing relationships, local knowledge, and on-the-ground logistics. As a strategic partner we safeguard the business of our partners while always sharing our unique market insights. It is our aim to

be a trusted link between suppliers and customers, taking care of the products of our business partners as if they were our own.

Business Unit Performance Materials

DKSH Performance Materials provides Market Expansion Services for specialty chemicals and food ingredients used in the specialty chemicals, food and beverage, pharmaceutical, and personal care industries. Backed by the DKSH global organization, Performance Materials is dedicated to providing tailor-made solutions for the distribution, sourcing, and application needs of its business partners.

The best of both worlds – yours and ours

Experience and networks

DKSH has done business in and with Asia for nearly 150 years. We are truly at home in Asia, where we have become an integral part of many local business environments. And we are no strangers to the rest of the world either: DKSH operates in 35 countries, with 590 business locations in Asia and 20 in Europe and the Americas, and employing over 22,500 specialized staff from 56 nations.

Integrating diverse services

We bridge the markets of Europe, Asia, and the Americas and have the ability to adapt to the businesses we serve in any local market. The diversity of industries DKSH is involved in is only matched by the range

of services we perform: from sourcing raw materials to setting up and running flagship stores for luxury consumer brands, and from feasibility studies and product development to the many facets of marketing.

Our more than 180 state-of-the-art distribution centers work with the largest Business Warehouse application of SAP in Asia to help execute, track, and analyze hundreds of thousands of business transactions every day. The detailed information we gain from this process contributes to the expert knowledge that we use to provide strategic advice to our business partners. Offering all these diverse services from a single source is another important aspect of what we call Market Expansion Services.

Experts and entrepreneurs

In order to provide deep industry expertise for these many fields of business, we are not only organized into four Business Units, but are further specialized into Business Lines and Industry Clusters, maintaining the hands-on and entrepreneurial style of business our company was founded on. DKSH provides a balance between specialist knowledge of our partners' industries and a practical business approach that efficiently gets things done.

DKSH Group

Total Sales: CHF 9,976 million (2010)	
Over 22,500 specialized staff representing 56 nationalities	
Operations in 35 countries	
590 business locations in Asia Pacific	
20 business locations in Europe and the Americas	
Network of more than 5,500 suppliers and over 550,000 customers	
Over 180 state-of-the-art distribution centers	
Largest Business Warehouse application of SAP in Asia	



DKSH Performance Materials

What we do

DKSH Performance Materials is a trusted distributor and provider of Market Expansion Services for specialty chemicals and food ingredients used in the specialty chemicals, food and beverage, pharmaceutical, and personal care industries. A leading player in this dynamic growth market, we achieved Total Sales of CHF 749 million in 2010.

Global reach

We are active in 24 countries, with 69 locations and 17 sourcing offices worldwide that draw from over 70 markets, giving us a network of unrivalled scope and depth. With a vast and constantly growing global distribution footprint, we offer tailored ser-

vices that create new distribution opportunities for chemical producers. We provide reliable sourcing around the globe and instant access to markets, managing the entire supply chain of our business partners. With our long-standing experience and relationships, we support our customers' businesses of every size. We speak the local languages and understand the local business environments.

A constantly growing network

We continually invest to further increase our geographic reach with prime focus on Asia, Europe, and North America. In these markets, we have been expanding our product and services portfolio for the industries we work in. Likewise, we invest

in our people and have been increasing the number of sales and technical service experts through organic growth and acquisitions.

One-stop shop

For multinational suppliers, we offer a complete service package that covers the whole of Asia, increasing our business partners' efficiency while reducing time required and transaction costs. With the market insight gained from 4,000 suppliers and 20,000 customers worldwide, we have the expertise to know exactly what matters in each application or product.



Business Unit Performance Materials



Total Sales:
CHF 749 million (2010)



1,000 specialized staff



Operations in 24 countries



55 business locations in
Asia Pacific



14 business locations in Europe
and North America



Network of more than 4,000
suppliers and 20,000 customers



17 sourcing offices worldwide



18 innovation centers worldwide

Our reach across industries and geographies



Performance Materials has four Business Lines with ten distinct Industry Clusters, each offering the entire array of Market Expansion Services. Our specialists understand the needs of our business partners and bring deep vertical expertise to the industries we serve, helping our business partners to constantly stay a step ahead of the competition.

Business Lines and Industry Clusters

Specialty Chemicals Industry

Graphics & Electronics
Paints & Coatings
Polymers, Fibers & Adhesives
Industrial Specialties

Food & Beverage Industry

Beverage & Dairy
Confectionary & Bakery
Food Supplements & Nutrition
Processed Food & Food Service

Pharmaceutical Industry

Pharmaceuticals

Personal Care Industry

Personal Care

Our unrivalled global network and complete coverage of the Asian region give us a competitive edge. We are a trusted link between suppliers and customers in Asia, Europe, and North America, providing suppliers with market access through

our own strong sales organization and through technical knowledge. By working with customers across 24 countries, Business Unit Performance Materials offers countless opportunities for suppliers to expand their markets.

Our locations at a glance

	Sales offices	Sourcing offices	Innovation centers	SEQRA* competence centers
Asia Pacific				
Australia	1	1		
China	2	1	1	1
Hong Kong	1			
India	7	1		
Indonesia	2	1		
Japan	3	2	2	1
Korea	1	1		
Malaysia	1	1		
Myanmar	1	1		
Philippines	2	1	3	1
Taiwan	1	1		
Thailand	1	1	6	1
Vietnam	3	1	3	1
Europe				
Denmark	1			
France	1		2	1
Germany	1			
Great Britain	1			
Italy	1	1		
Poland	1			
Spain	1			
Switzerland	1			
Americas				
Brazil		1		
Chile	1	1		
USA	1	1	1	
Total	36	17	18	6

*Safety, Environment, Quality, and Regulatory Affairs

A broad and customized service portfolio



We have been at home in Asia for nearly 150 years, reliably safeguarding the interest of our business partners. Because of our long history in the region, we are deeply rooted in many communities throughout Asia and we have established a vast network of business and personal relationships.

Knowledge and coverage

DKSH Performance Materials provides value from idea to market. We actively accompany our business partners at every stage, whether through supply chain management or in the development of future product generations from concept to commercialization. Our industry specialists work hand in hand with our business partners to advance innovative solutions. Based on our detailed customer feedback and our own research,

we create business trends instead of following them. Our experience and solid relationships, combined with our deep industry know-how and broad supply chain coverage, turn expertise into value-added results.

Ideas to market

Innovation cycles are growing ever faster, increasing the pressure on our business partners to deliver new products more quickly and at lower cost. We operate 18 innovation centers in Asia, Europe, and North America, where we generate, develop, and customize product ideas, find new ingredients and technology applications, provide hands-on training, and run acceptance tests. In short: we cut time-to-market by researching and formulating solutions to meet our business partners' needs.

Regulatory affairs

In seamlessly managing the value chain for our clients and customers we have made safety, the protection of the environment, quality, and regulatory compliance our top priorities. To do this we have established a dedicated global Regulatory Affairs team of experts for risk assessments, supplier auditing and certification, and product registrations. We have in-house quality control capabilities, a REACH team, registration experts, and specialized safety officers, who support our business partners and guarantee full compliance with current regulations.

It is DKSH Performance Materials' number one objective to maximize growth opportunities for our business partners. In order to achieve this, we follow a carefully constructed strategy for growth, designed to ensure the continuous expansion of our service portfolio for the benefit of all our business partners.

Adding value

What makes working with DKSH Performance Materials special is that we strive to develop relationships that add value beyond the product or service. Because of

our deep industry expertise and state-of-the-art innovation centers, we are uniquely qualified to truly understand the needs of our business partners and to create solutions that meet business deadlines and deliver results.

Full coverage of Asia in all business areas

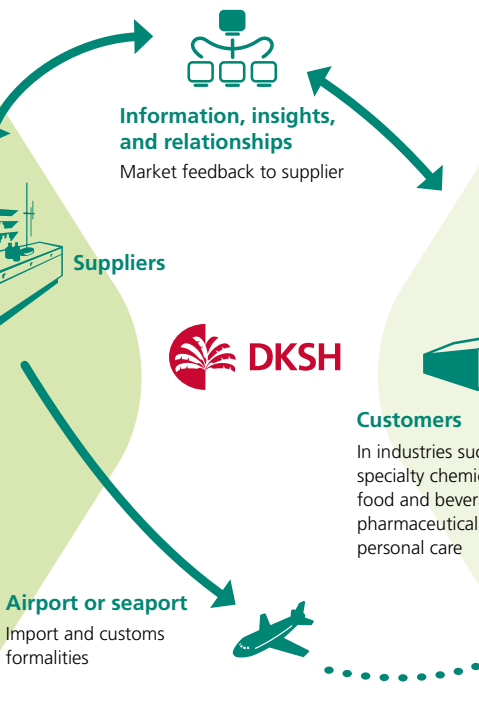
Our vast global distribution footprint, especially in Asia, leverages our size and experience to provide tailored services and exceptional distribution opportunities for chemical producers based throughout the region and the world.

Continued growth









We are constantly working to further extend our comprehensive network across all business areas both through organic growth and strategic acquisitions, thereby enhancing our market penetration in Asia, Europe, and North America. At the same time, we are steadily increasing our portfolio of suppliers, especially in the USA, for whom our expertise in Asia is particularly important. Our experienced Supplier Management team is dedicated to growing the business of key suppliers.

Services for suppliers

- Market research 
- Feasibility studies 
- Product development 
- Market studies and business plans 
- Annual marketing plans 
- Distribution 
- Pricing and sales forecasting 
- Marketing and promotion activities 
- Global supply chain management 



Services for customers

-  Sourcing, looking for hard-to-find raw materials
-  Define product specifications
-  Tailor-made product modifications, product development
-  Scouting and screening of new suppliers
-  Application testing
-  Supplier accreditation and audits
-  Quality assurance and compliance
-  Just-in-time delivery

Strategically growing our suppliers' business

Why work with DKSH Performance Materials?

- We are a financially strong partner
- We cover the whole of Asia and Western Europe
- We offer a solution-driven business model
- We provide more in-depth market information than any other distribution partner

Strengthening our service offerings

Thanks to our one-stop-shop approach, multinational suppliers receive a complete service package for the whole of Asia that extends across all the industries we serve. This single-source concept allows our business partners to save significant amounts of time and transaction costs.

Investing in technical facilities and expertise

Another important aspect of our strategy is the continuous expansion of our facilities. Our network today comprises 18 innovation centers. Recent additions to this network include facilities for specialized

pharmaceuticals, a lab-scale beverage pilot testing plant, and a bakery laboratory.

State-of-the-art processes

We continuously improve the efficiency and effectiveness of our processes by drawing on best practices and ensuring benchmark industry standards throughout our organization. Our efficient and effective supply chain allows us to fulfill the diverse requirements of all the industries we serve.

Benefiting from the DKSH network

By leveraging synergies between DKSH Business Units we provide further added value for our suppliers through greater

A constantly expanding network: major developments since 2009

2	Bolt-on acquisitions to complement our regional presence
8	New markets developed for our various Business Lines
15	State-of-the-art innovation centers added to our network
150	Highly trained specialists recruited
> 100	Key suppliers gained



opportunities for distribution to end customers such as pharmacies and supermarkets. This has been achieved, for example, between Business Line Pharmaceutical Industry and DKSH's Business Unit Healthcare, enabling us to offer services along the entire value chain in the healthcare area: at the same time as supplying chemicals to healthcare producers, we also distribute their products throughout Asia.

A valuable partner for suppliers

Suppliers appreciate our unparalleled geographical spread covering the whole of Asia

and Western Europe as well as our application- and service-driven business model, which enables us to work and think like a specialty chemicals company. Our specialists act in the market on behalf of key suppliers as if they were their employees. They are co-ordinated by a Key Supplier Management function providing one point of contact across our entire network and enabling our resources to work for the best business interest of our suppliers. Our unique supplier reports and market research coupled with our strong financial background have made us a reliable long-term partner.

Business Line Specialty Chemicals Industry

Business Line Specialty Chemicals Industry offers the entire range of DKSH Market Expansion Services to companies wishing to source or supply materials in the graphics and electronics, paints and coatings, polymers, fibers, and adhesives industries, among others.

We provide an extensive range of raw materials for the development of innovative and competitive formulations. We also offer new product development, technical

assistance, custom manufacturing, quality assurance, logistics, warehousing and distribution, as well as financing and insurance.

We help our business partners to find the right materials, while flexibly sourcing worldwide to capture the best value. We also act as the marketing and sales arm for medium-sized specialty chemicals producers without their own sales force outside their home territories.

We expand markets by enlarging the chemical toolboxes of our business partners for faster development of their next-generation products. Our insights and relationships open up new markets and create market presence through our experienced people, who globally procure the best quality chemicals at competitive prices. In addition, we have the in-house capabilities to deal with all safety, environmental, and quality-related issues.

Our expert teams of university-educated chemists and chemical engineers draw on years of industry experience to understand the needs of our business partners, while their entrepreneurial mindset delivers fast and flexible solutions.

Graphics & Electronics

In the graphics area we provide products and services for printing plates (including computer-to-plate), ink-jet receptive media for paper and plastic substrate, specialty inks, and products for photographic applications. For the electronics industry we offer products and services for IC photo resists and color filter resists, printed circuit boards, liquid crystal intermediates for liquid crystal production, optical films for printed electronics, and photovoltaic applications. Products for film coating applications such as technical film, packaging films, and laminations are also part of our portfolio.

Paints & Coatings

Our Paints & Coatings team is a technical marketing and sales force that provides key raw materials, low-cost alternatives, and ideas to drive technology forward and keep our business partners competi-



tive. We are industry experts for products and services for adhesion promoters, high-performance resins, and special-effect additives, catering to the automotive and industrial paints as well as decorative and architectural paints industries, among others.

Polymers, Fibers & Adhesives

We offer a wide range of products and services for the formulation of adhesives and sealants, master batches, compounds, engineering plastics, and rubber. In addition, we source and supply intermediates for resin manufacturing and offer materials for the production of artificial leather, fibers and textiles, as well as films for industry applications.

Industrial Specialties

Other major industries in which our Business Line is involved include the petrochemical, fine chemical, construction, plant protection and pest control, water treatment, and ceramics industries.

Global chemistry competency

Business Line Specialty Chemicals Industry is a global organization with long-established business relationships, offering specialized technologies from a broad variety of manufacturers. Our competence in chemistry and our experienced technical sales and service people allow our business partners to focus on their core expertise of manufacturing.

Sharing success: providing the vital link

We make it our business to bring about win-win solutions for our business partners – and as we are entrepreneurs at heart, we also go out and find that business.

Challenge

The global photovoltaic market is highly competitive, with Asian photovoltaic producers enjoying lower production costs than those in Europe. At the same time, European producers offer technology advantages and higher cell efficiencies for converting sunlight to electricity.

Approach

DKSH has been marketing the competitively priced high-efficiency metallization pastes of our business partner Dongjin Semichem of South Korea for some time. When a well-established European photovoltaic producer tested these products and achieved a significant increase in its photovoltaic cell efficiency, a new opportunity arose. The customer required a full quality audit of Dongjin Semichem before introducing the product on their production lines. DKSH's specialists joined the customer in South Korea for an intensive two-day quality audit.

Result

Dongjin Semichem received an extremely high audit score of over 97%, proving its high standard of knowledge and capabilities. The customer fully approved the company and its aluminum photovoltaic paste, citing it as „the best-performing paste currently available on the market“. Rapid introduction of the paste on the customer's production lines enabled it to regain a large market share of the competitive photovoltaic cell market in Europe, resulting in a win-win solution for all parties.

Market Expansion Services: understanding delivers results

Becoming a trusted link between business partners, and understanding the needs of all concerned, requires diligence and deep industry expertise. Time and again this brings about tangible business results for all our partners.

Business Line Food & Beverage Industry



Business Line Food & Beverage Industry offers concepts and ingredients to the procurement as well as research and development departments of food and beverage manufacturers. Products range from food raw materials and food additives to health ingredients and catering items. Our comprehensive global network, market insight, and broad overview enable us to scout for trends in products and technology beyond short-lived fashions and to identify long-term trends. Our concepts help our business partners develop new products and applications for their ingredients.

We provide responsible and traceable global sourcing for ingredients such as flavors and compounds, hydrocolloids, emulsifiers, vitamins, sweeteners, colors, acidulants, fat replacers, and other major additive categories. We deal with all sizes of business partners, contributing superior applications know-how that is rec-

ognized throughout the industry. With a multi-skilled team including chemists, food technologists, nutritionists, technological, legal, and marketing experts, even chefs de cuisine, we work closely with our business partners to deliver highly specialized solutions.

Beverage & Dairy

Beverage & Dairy offers customized ideas and concepts developed by our in-house innovation centers as well as a toolbox of ingredients. We provide Market Expansion Services for ingredients for any kind of beverage or dairy formulation, such as health ingredients, ingredients for fruit juice concentrate, sweeteners, texture ingredients, and natural colors and flavors. We manage the sourcing of processed raw materials while actively scouting for trends around the globe.

Confectionary & Bakery

Confectionary & Bakery provides new product concepts and ingredient technology with full technical, quality, regulatory, and scientific backup. These services are supplemented with formulation, manufacturing, and technical applications services. Our Market Expansion Services also include global monitoring to identify long-term trends, covering health and other ingredients such as flavors and colors, enzymes, emulsifiers and stabilizers, preservatives and processing aids, glazes, bakery fillings, and sweeteners. We have a strong track record of introducing successful new products while supporting our business partners with a broad range of training programs, toll manufacturing, and logistics.

Food Supplements & Nutrition

Food Supplements & Nutrition serves the health ingredients, sports nutrition, food supplements, and infant formulae industries. We offer concepts and applications for products such as antioxidants, immune boosters, weight management and intestinal ingredients, as well as amino acids, sweeteners, and vitamins. We specialize in concepts and ideas backed by scientific research and clinical trials and suggest the right ingredients for the right developments. Applying global trends locally, we help to create innovative products and ingredient applications.

Processed Food & Food Service

Processed Food & Food Service offers a wide range of ingredients and finished products, such as condiments, wines, olive oils, couvertures, flavors, frozen seafood/fruit/vegetables, fillings, marinades, and toll-manufactured seasoning blends. Our products and application concepts serve food manufacturers in the processed meat, snack, and prepared meal industries as well as wholesale customers including hotels, restaurants, retail stores, and airline caterers. Our supply chain management capabilities range from global sourcing and formulation services to quality control and from marketing and sales to distribution, logistics, food styling, and training seminars. Through our network of relationships and industry expertise we understand what the local markets need and make them accessible to our business partners.

Long-term business results

Food & Beverage Industry's strong links with leading food institutions, universities, and research organizations allow us to de-

Sharing success: enabling product innovation

Food & Beverage Industry supplies the concepts and the substances to make business ideas successful.

Challenge

Our Food & Beverage Industry business in Great Britain recently approached an entrepreneur who was about to break into the market with a new brand of soluble food supplements. The challenge was to enlarge and supplement the product portfolio of this company with new concepts, while developing the right ingredients and guaranteeing stable sourcing.

Approach

Analyzing the markets for food supplements with functional and health ingredients, we spotted several health trends that new products could capitalize on. We then designed concepts for these products and developed or sourced the ingredients. Custom-made ingredients as well as ingredients sourced from our large network of suppliers were used in the creation of several new products.

Result

The venture quickly became a success, and as well as gaining top industry recognition, the new products joined the portfolios of some of the largest retailing chains in Great Britain.

Market Expansion Services: ideas and insight

Developing concepts for new products is one thing. Having the market insight and overview to judge the right time to develop an idea is another. Successfully bringing together ingredient innovation, technical expertise, and the entrepreneur's idea is Market Expansion Services par excellence.

tect the latest changes in the markets and to anticipate trends. In our eight innovation centers we provide product solutions and in-depth application expertise, perform essential basic tests and product trails that give our business partner a clear competitive advantage.

Business Line Pharmaceutical Industry

Business Line Pharmaceutical Industry provides Market Expansion Services for active ingredients, formulations and functional excipients, as well as advanced intermediates. We offer all related services such as pre-screening suppliers, support in cGMP audits and regulatory affairs, while meeting the highest standards required by the pharmaceutical industry. Our specialist

team consists of pharmacists and chemists. Safety, Environment, Quality, and Regulatory Affairs (SEQRA) issues are handled by our in-house experts, including a dedicated REACH group. Our global customer and supplier networks offer integrated win-win solutions for our business partners, who profit from our profound in-house industry expertise and experience.

Global sourcing

We offer instant global access to all types of substances for pharmaceutical manufacturers. Our experts have a deep understanding of the chemistry and production processes of performance materials, which enables us to manage the entire synthesis value chain and to meet all quality requirements.

We also deliver special products under special conditions, such as dangerous goods and hazardous materials as well as transportation in cool and top-ventilated containers, and we handle niche products and markets. The quality of our customized solutions is shown by our substantial level of recurring business and our numerous long-term relationships.

Services across the value chain

Our services to pharmaceutical manufacturers cover the entire value chain, from sourcing active pharmaceutical ingredients to finding the right excipients, or even producing the final dosage form. We have long-term partnerships with leading suppliers in Europe and Asia and are continually enlarging our portfolio to include, for example, drugs for oncology.

Quality management and regulatory affairs

We offer quality management and regulatory affairs for active pharmaceutical ingredients following the guidelines of ICH, DMF under CTD format, and others, and the manufacturing section of market authorization (CMC Section).

Catering to pharmaceutical distributors, we handle quality management and regu-

Sharing success: innovative sourcing under cost pressure

Even under pressure to reduce costs, effective co-operation and hard work will always find a way to fulfill expectations, as DKSH recently proved once again.

Challenge

Most global players in the pharmaceutical industry face dramatic challenges. Blockbuster products launched in the 1990s will lose their patents over the next few years, while the number of new drug products launched is declining. In response, global pharmaceutical companies have begun strict cost reduction programs. One of the top enterprises affected, a DKSH customer of 20 years, set out a challenge in the form of a new program to source products. They decided not to use any distributors in their supply chain.

Approach

Working with Nippon Soda of Japan, a long-term business partner of ours, we addressed this challenge. Together, we were able to show the customer the real added value not only in the case of service offered but also in assessing possibilities for the targeted price. This included optimization of the supply chain, intelligent warehousing, and much more. Excellent co-operation between Nippon Soda, DKSH Switzerland, the local sourcing team in Japan, the logistics specialists in Europe, as well as on the customer's side enabled DKSH to submit a bid to supply our customer's worldwide manufacturing sites with excipients.

Result

As a result of these joint efforts, DKSH was one of the first suppliers and the only distributor worldwide to have been selected for the new sourcing program. At the same time, DKSH and Nippon Soda were confirmed as strategic long-term key international partners. This excellent relationship has made Business Line Pharmaceutical Industry a global player in the market, leading to rapidly increased business worldwide, while at the same time opening up new business opportunities for other suppliers.



latory affairs for finished dosage forms (FDF). Following guidelines such as the EU GMP Guide Annex 1 "Sterile Medicinal Products", we review and prepare regulatory documents required for submissions, make submissions, and establish and maintain relations with national and European authorities.

Single-contact responsibility

Business Line Pharmaceutical Industry is a reliable strategic partner to our business partners and we work hard to develop win-win solutions that benefit everyone involved. Our experts take responsibility and

offer a single point of contact. Supported by our well-established infrastructure and large and experienced sales force, our constant focus is on building stable long-term partnerships.

Business Line Personal Care Industry

Business Line Personal Care Industry offers Market Expansion Services solutions for the personal care industry, with a focus on innovative specialty ingredients for skin, hair, body, and oral care applications.

For the home care industry we provide raw materials for laundry, cleansing, and fabric care applications. We develop prototype finished product formulations to support sales and marketing initiatives, and are a constant source of innovation through introducing ingredients with new applications, functionalities, and benefits. With

our global reach and the expertise of our industry specialists – pharmacologists, chemists, and chemical engineers with extensive industry experience – we deliver reliable sourcing and technical support through our six innovation centers, while offering an established portfolio of ingredients meeting all quality and safety regulations.

Our Business Line Personal Care Industry provides a wide variety of specialty ingredients, from actives such as anti-aging, anti-acne, exfoliants, skin lightening and whitening, self-tanning agents, UV pro-



tection agents, botanicals and extracts to colorants, liposomes, and delivery systems. In terms of functional ingredients we offer surfactants, conditioning agents, moisturizers and humectants, emollients, emulsifiers, fragrances, rheology modifiers, and preservatives. Our consulting services include trouble shooting for problematic formulations, efficacy and clinical testing, sensory evaluation, and stability testing. Knowing the global trends allows us to share insights with our business partners, while our customized product development services shorten product cycles.

Close collaboration with partners

With our strong global DKSH network and the synergies this produces, we can save costs for our partners by sourcing materials from all over the world and especially Asia. Through our long-standing industry relationships we offer access to existing and new markets for our business partners, whether mass marketers, contract manufacturers, and marketing or other companies.

By focusing on long-term success rather than short-term advantages, we accompany new products from idea to market for as long as necessary, including plant trials and after-sales services.

Our total supply chain management services leverage our global expertise and financial strength. Together with our expertise in collaborating with customers and professional services, this enables us to provide world-class logistics and distribution as well as cost-effective sourcing of raw materials with guaranteed quality and safety.

Sharing success: a sound foundation for excellence

No company can achieve success alone. Behind every market-leading company is at least one exceptional business partner dedicated to ensuring its winning performance.

Challenge

L'Oréal is a world-leading cosmetics group serving markets in 130 countries. With 23 global brands and a worldwide network of local production facilities, L'Oréal depends on efficient supply chain management services to deliver raw ingredients in the right quality and at the right time. Finding the right supply chain partner for their Asian markets was a key challenge.

Approach

Building on their existing relationship with DKSH France, L'Oréal entrusted DKSH with providing supply chain services across Asia. Drawing on our supplier networks in Japan, South Africa, China, India, and the USA, DKSH now ensures smooth delivery of raw materials to L'Oréal – from hair dyes to waxes, silicone, actives, and preservatives.

Result

Thanks to DKSH's 100% delivery conformity rate, flexibility in keeping safety stock, short average lead times, and delivery of pragmatic solutions for special cases, DKSH China, India, and Indonesia in 2010 were honored with the L'Oréal Supply Chain Excellence Award for outstanding performance in supplying all L'Oréal plants in Asia Pacific with high-quality raw materials. DKSH is particularly proud to have won this award for 2010, when L'Oréal China became the group's number three cosmetics subsidiary and DKSH clearly played a key role in supporting L'Oréal's impressive growth in Asia Pacific.

Market Expansion Services at work: supply chain services going all the way

DKSH's global relationships, industry expertise, and entrepreneurial spirit deliver the excellent supply chain management services our business partners need to ensure successful market expansion, especially with a focus on Asia.

Safety, Environment, Quality, and Regulatory Affairs (SEQRA)

With global business comes global responsibility. To manage this challenge, Business Unit Performance Materials has formed an independent team of dedicated specialists to ensure safety and compliance and to assist our business partners in responding to the increasingly complex regulatory requirements being imposed.

Experts and specialists

Safety, the protection of the environment, as well as quality and regulatory compliance are top priorities at DKSH. Our dedicated global SEQRA team of experts delivers professional risk assessments and guarantees compliance with safety regulations for the manufacturing, transport, warehousing, and handling of any chemical compound. Our safety officers set the highest standards for global safety concepts, while supporting our business partners in all compliance matters as well as handling product registrations and all required documentation. We also have the expertise to conduct supplier auditing and certification, with all the necessary quality control capabilities in-house.

The approach

Our highly qualified experts deal with safety, environment, quality, and regulatory affairs matters at all levels, set policies, define clear rules, and set the highest standards to enhance reliability and compliance. We implement global reporting systems to improve safety, quality, and regulatory compliance. In addition, we have the resources to manage and anticipate current and future costs and investments.

REACH competency

In 2007, a new and very strict chemicals regulation took effect that fundamentally changed chemical control in the EU. In response, DKSH offers joint actions, both from the regulatory affairs and business sides, and a proactive way of dealing with those challenges. Critical factors are business-driven decisions combined with regulatory expertise. The cumulated deep industry knowledge of our REACH experts and the leverage of our global DKSH networks are a real competitive advantage for everyone affected by the legislation.

Our services

Our new online request tool provides a complete overview of our services. Using the DKSH and Business Unit Performance Materials websites, business partners may request our services in the following areas:

Safety, Health, and Environment

- Safety audits/inspections
- Classifications and labeling
- Safety Data Sheet
- Global Harmonized System support

Quality Assurance

- Quality audits
- Quality pre-audit
- Claims management

Registrations

- REACH services
- Regulatory strategies and implementation
- Registration management

Global presence and local knowledge

DKSH has established dedicated competence centers all around the world in order to leverage our accumulated global experience and fully utilize the knowledge we have gained for the benefit of our business partners.

Our tools

To achieve all this we work with state-of-the-art IT solutions that are tailored to fit the needs of our business partners. Our functions for Safety, Health, and Environment; Quality Assurance; and Registrations are staffed with experts at all levels, with each function acting on a global, regional, and local level.

Supplier audits

The Supplier Agreement Program (SAPA), is a unique new service designed by DKSH to conduct supplier auditing and certification. This service assures our customers that the products they source from us are on-specification and ensures consistency in terms of quality and sustainability. With SAPA in place, customers can rely on the work done by us and at the same time reduce non-compliance risks, recalls, and major deviations. Ultimately, we can help improve our suppliers and in doing so, both our suppliers and our customers can gain professional credibility in their markets.

For any questions regarding safety, environment, quality, and regulatory affairs contact us at: SEQRA@dksh.com



Some of our key suppliers



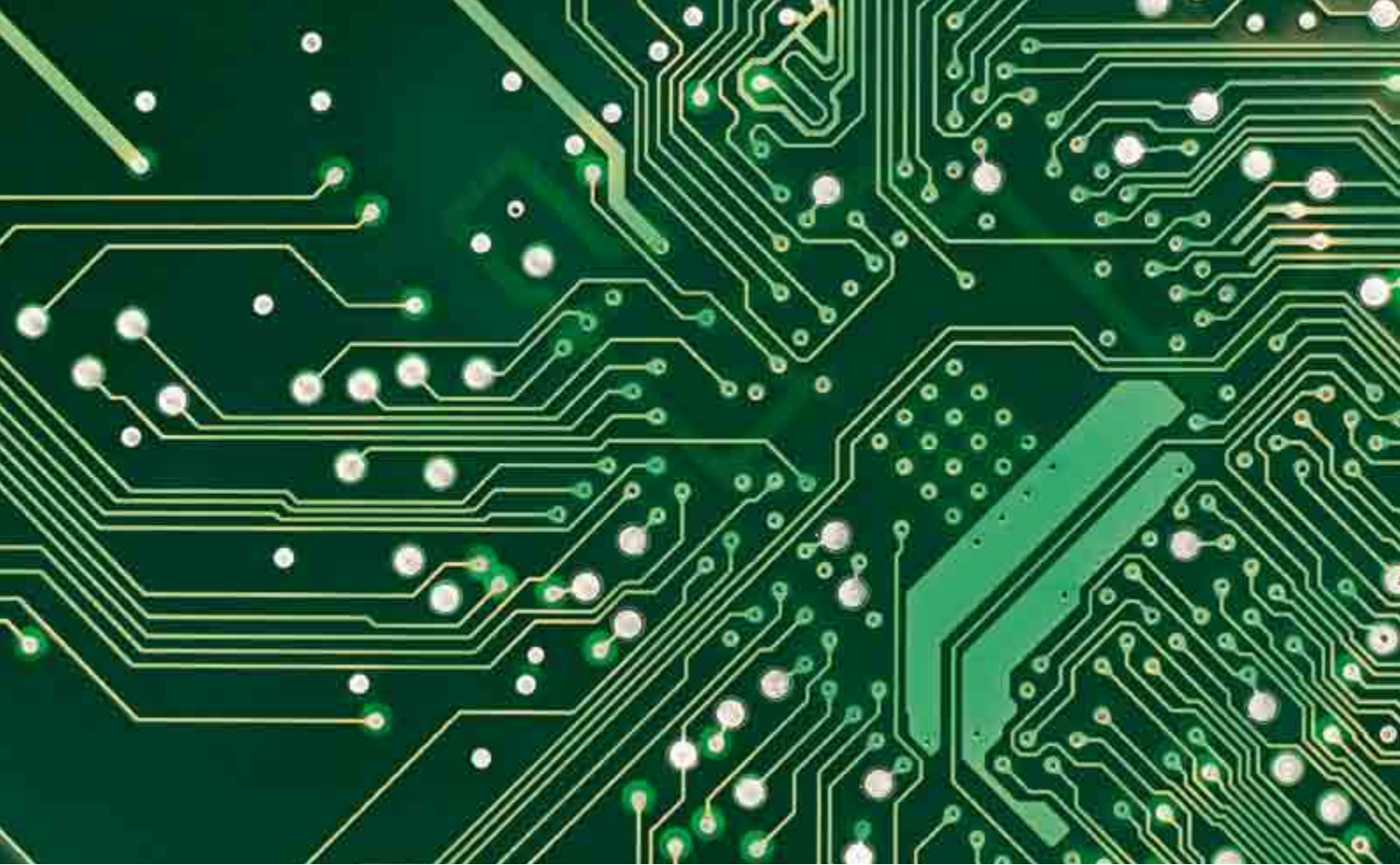
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