

VISION/MISSION STATEMENT

“To be a leader in delivering innovative and sustainable chemical solutions that improve lives and the health of our planet.”

“We endeavour to provide unmatched value and expertise through sustainable, intelligent, and reliable products and solutions, creating genuine customer relationships.”

We will accomplish this by:

- Determining and meeting the needs of our customers and acting on their feedback of our performance.
- Employing quality techniques and systems to achieve customer-focused continuous improvement in all facets of our business.
- Building long term relationships with customers and suppliers based on integrity and partnering for mutual benefit.
- Engaging in innovation of products and services to meet the future needs of our customers.
- Training, empowering and involving our employees in the decision-making process.
- Ensuring that our human and capital resources are employed effectively and in a focused manner.

All these will be achieved by conducting our business in an Ethical, Safe and Environmentally Responsible Manner, and our commitment to continual improvement in Responsible Care performance metrics.



Ed Bechberger
President & CEO

SAFETY POLICY

“SAFETY IS A CORE VALUE AT ERCO WORLDWIDE”

It is an integral part of the whole business that is incorporated into all our strategies and objectives and is critical to the success of the company.

Our policy is based on the belief that;

- All accidents and incidents are preventable
- All changes bring new risks and that safety excellence is a never-ending journey requiring the pursuit of continuous improvement.
- People create successful results through their beliefs and values which drive the implementation of our strategies and objectives.
- Employee engagement leads the commitment to achieve safety excellence.

Our goal is an organization where;

- Employees see a fundamental value in safety; occupational, process, and health, and their behaviour intuitively guides them to do the right thing for the right reasons.
- All employees recognize that safety excellence is a journey that requires the pursuit of continuous improvement.
- Safety; occupational, process, and health, is valued, promoted and communicated to all employees as being critical to the success of the company.
- We achieve top quartile in our industry safety performance.

Guided by this Policy, management will provide a safe and healthy working environment for all employees by;

- Promoting employee safety and health on and off the job.
- Referencing key industry standards and following regulatory requirements.
- Utilizing our systems to learn from within and from others.
- Ensuring adherence to established safety procedures and practices.
- Encouraging widespread participation and continuous improvement.
- Providing appropriate education, training and proper safety equipment.
- Developing metrics that are clear, credible and used to motivate improvements in all aspects of our business.
- Promoting influential safety leaders that are recognized for their passion, knowledge and competence.
- Remaining committed to a safety management system where logical changes are made for continuous improvement.



Ed Bechberger
President & CEO

RESPONSIBLE CARE[®]

As a member of the Chemistry Industry Association of Canada, Asociación Gremial de Industriales Químicos de Chile (ASIQUM A.G.) and the American Chemistry Council, ERCO Worldwide fully supports the industry's responsible management of chemicals and the practice of Sustainability. The 'Guiding Principles' of Responsible Care[®] are key to our business success, and compel us to:

- work for the improvement of people's lives and the environment, while striving to do no harm;
- be accountable and responsive to the public, especially our local communities, who have the right to understand the risks and benefits of what we do;
- take preventative action to protect health and the environment;
- innovate for safer products and processes that conserve resources and provide enhanced value;
- engage with our business partners to ensure the stewardship and security of our products, services and raw materials throughout their life-cycles;
- understand and meet expectations for social responsibility;
- work with all stakeholders for public policy and standards that enhance sustainability;
- commit to continual improvement in Responsible Care[®] performance metrics;
- comply with legal and Responsible Care[®] related requirements to which we are subject; and
- promote awareness of Responsible Care[®] and inspire others to commit to these principles.



Ed Bechberger
President & CEO

ENVIRONMENTAL POLICY

ERCO Worldwide is committed to environmental sustainability as a core value, while recognizing that it is responsible for achieving sustained growth of its business.

Our policy is based on the belief that:

- Our business is conducted in an environmentally responsible manner that reflects the principles and practices of Responsible Care®;
- Continuous improvement of our environmental practices to protect the environment and conserve resources, along with sustained growth of the business is achievable;
- Sound environmental practices are required from all those with which we have business dealings.

To that end, we will endorse and promote the following goals:

- All employees recognize the value of meeting or exceeding the letter and spirit of applicable environmental laws, regulations and company policies and procedures;
- Take preventative action to protect the environment;
- Be accountable and responsive to the public, especially our local communities who have the right to understand the environmental risks and benefits of what we do;
- Be socially responsible by identifying and understanding stakeholder expectations;
- Influence environmental public policy consistent with Responsible Care® and company business needs.

Guided by this policy, we commit to:

- Communicate and promote awareness of environmental expectations to all employees and business partners;
- Ensure designs incorporate features to manage and minimize all plant emissions including air, waste and wastewater effluent, with the goal of reducing our overall environmental footprint;
- Monitor our performance and establish goals and action plans for continuous improvement;
- Work proactively with the communities in which we operate;
- Engage with our business partners to ensure stewardship of our products, services and raw materials throughout their life cycles;
- Engage with appropriate organizations to advance environmental public policy.



Ed Bechberger
President & CEO

QUALITY POLICY

ERCO Worldwide is a global leader in the supply of chemical technologies, products and solutions that assist our customers to manage profitable and sustainable businesses.

We will accomplish this by:

- Determining and meeting the needs of our customers and acting on their feedback of our performance, while meeting applicable statutory and regulatory requirements.
- Employing Management Systems to achieve continual improvement in all facets of our business.
- Building long term relationships with customers and suppliers based on integrity and partnering for mutual benefit.
- Challenging our suppliers and service providers for continual improvement and managing all supplier and service provider relationships respectfully.



Ed Bechberger
President & CEO

PRODUCT STEWARDSHIP POLICY

“Products will not be shipped unless it can be done in accordance with the following guiding principles”.

ERCO Worldwide (ERCO) is committed to conducting its business in keeping with the principles of Responsible Care® and the Responsible Care® Global Charter. We are committed to do the right thing and be seen to do the right thing. We dedicate ourselves, our technology and our business practices to sustainability, the betterment of society, the environment and the economy.

ERCO recognizes its responsibility to have sustained dialogue and working relationships with suppliers, customers, distributors, transporters and other parties to ensure that all of ERCO's products and technologies are used and managed safely, in an environmentally sound, and a socially responsible manner throughout their life cycle.

To that end, we endorse the following Key Principles:

- An environment of co-operation shall be fostered between ERCO and its customers, distributors, transporters, suppliers and industry associations to exchange and generate information on product and technology risks, as well as the management of those inherent risks.
- Customers, transporters and distributors shall be made aware of all known hazards associated with products and technologies supplied by ERCO.
- Suppliers of purchased products, processes, raw materials, equipment, technology, and services shall be evaluated for compliance with ERCO's commitments to Responsible Care®, with a goal of assessing their commitment to Sustainability.
- As products are developed, or changes to products or end uses are introduced, risks to health and safety of employees, customers, transporters, and distributors shall be identified, documented and appropriate risk management actions implemented.
- ERCO will work with and seek feedback from customers, transporters and distributors to foster safe storage, transportation, use, handling and disposal of products and related equipment.
- Responsible Care® and Product Stewardship responsibilities shall be clearly written in all contracts between ERCO and its customers, transporters, distributors, suppliers and partners.
- ERCO will establish management processes to monitor performance, periodically review needs and assess capabilities, and document improvement in product stewardship, including the foregoing key principles.
- Products and technologies shall be delivered only after certainty is obtained that the principles set forth in this policy are met.



Ed Bechberger
President & CEO