



Cole-Parmer Instrument Company Business Summary

2026

Dear Valued Customer,

We are pleased to share our Company Profile and Quality Systems document, which contains key information frequently requested by our customers. This document has been thoughtfully prepared to address your common inquiries and support your understanding of our operations.

The contents are organized into the following sections:

- **Company Profile**
- **Quality Policy**
- **Quality System Overview**

Should you have any additional questions or require further information not covered in this document, please feel free to contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Whitaker".

Michael Whitaker

Director, Regulatory Compliance, Health, and Safety

847-327-5501

mike.whitaker@antylia.com



Company Profile

Cole-Parmer is a supplier of scientific instruments for the worldwide research, industrial, and technical communities. We also provide calibration services traceable to NIST for several groups of instruments.

Address:	625 E Bunker Ct. Vernon Hills IL 60061
Phone number:	800-323-4340 847-549-7600
Main FAX number:	847-247-2929
e-mail Address:	sales@coleparmer.com
Web Site Address:	www.coleparmer.com
Payment Terms:	Net 30 days
Freight Terms:	FOB Origin
Hours:	7 am – 6 pm CST
Date Business Began:	1955
FEIN:	36-2360953
CAGE Code:	05668 FSCM
SIC:	5049
NAICS:	423490
DUNS/CEC No:	8852253
Total floor space:	268,883 Sq. Ft
Office area:	92,488 Sq. Ft
Warehouse area:	154,982 Sq. Ft
Storage area:	21,413 Sq. Ft
Building Age:	1995
Building Construction:	Brick and mortar
CEO	Hermes González-Bello
President/GM Cole-Parmer & SVP Digital Innovation	Ashish Nanda
SVP Global Operations:	Brandon Wold
Director of Compliance and Safety:	Mike Whitaker
Business Type:	LLC
Business Size:	Large
Ownership:	Not women or minority
Union:	No
Public or Private:	Private
Government Inspection:	Itinerant
Discounts:	Quantity (some items)
ISO 9000 certification:	No
Cognizant Agency:	DCMDC



Cole-Parmer Quality Policy

2026

Cole-Parmer is committed to providing high-quality products and solutions that consistently meet or exceed customer expectations, regulatory requirements, and applicable industry standards.

We achieve this commitment by:

- **Focusing on the customer** – understanding customer needs and delivering reliable, accurate, and dependable products and services.
- **Complying with requirements** – adhering to all applicable regulatory, statutory, and quality management system requirements.
- **Driving continuous improvement** – regularly evaluating our processes, performance, and risks to improve effectiveness and efficiency.
- **Empowering our people** – ensuring employees are trained, engaged, and accountable for quality in everything they do.
- **Partnering with suppliers** – working collaboratively with suppliers to maintain high standards of quality and reliability across the supply chain.

Top management is committed to establishing, maintaining, and continually improving the effectiveness of the organization and ensuring this Quality Policy is communicated, understood, implemented, and reviewed at all levels of the business.

A handwritten signature in black ink that reads "Ashish Nanda". The signature is written in a cursive style and is underlined with a single horizontal line.

Ashish Nanda
President, Cole-Parmer



Quality System Overview - Vernon Hills Operations

2026

1. Management Responsibility

- The Director of Compliance and Health & Safety oversees site level Quality programs at the Vernon Hills location.
- The Vice President of Quality provides corporate Quality oversight and reports to the CEO.
- The Director of Compliance and Safety reports to the CEO, with quality related activities functionally aligned to the Vice President of Quality.

2. Contract Review

- All orders are reviewed to confirm Vernon Hills can meet customer requirements.
- Standard terms and conditions are available at <https://www.coleparmer.com/terms-and-conditions> or upon request.
- Customers are notified if any requirements cannot be met.
- Orders that cannot ship immediately are assigned a promise date.
- If a promise date cannot be met, customers who have opted in and provided an email address are notified of the revised date.
- Order changes are made only upon direct requests from the customer and are dependent on order status.

3. Purchasing

- New suppliers are reviewed to confirm their ability to supply required products.
- Key suppliers are evaluated using receipt nonconformance data and supplier performance metrics.
- Purchase orders include product descriptions, unique product identifiers, and specifications where applicable.

4. Product Identification, Traceability, and Inspection

- Vernon Hills distributes commercial off the shelf products (COTS).
- Products are identified using discrete internal identification numbers.
- Traceability requirements are determined by product and are maintained to the manufacturer when required.
- Incoming products are checked for identification, quantity, and visible damage.
- Additional inspection is performed based on risk or observed trends.
- Products under inspection are identified and segregated to prevent unintended shipment.



5. Handling, Storage, Packaging, and Delivery

- Products are handled, stored, and packaged using methods intended to prevent damage or deterioration.
- Perishable items are controlled to maintain product integrity.
- First in, first out inventory practices are applied where required.

6. Control of Nonconforming Product and Corrective Action

- Incoming nonconforming products are segregated in the Problem Receipts Area.
- Disposition is determined by Quality and Inventory Control.
- Product corrective actions may be initiated by any associate.
- Quality and Purchasing review corrective actions and determine supplier involvement when appropriate.
- Significant nonconformances are escalated by the Director of Compliance and Safety.
- Incoming inspection may be applied to verify corrective action effectiveness.

7. Quality Records, Training, and Continuous Improvement

- Records are retained in accordance with company procedures.
- A standardized hiring and onboarding process is used.
- Training requirements are role-based and maintained at the department level.

8. Design Control, Process Control, and Statistical Techniques

- Design control activities are not applicable to Vernon Hills distribution operations.
- Departments determine appropriate performance monitoring methods.
- Key business metrics are used to monitor operational performance and improvement.

Appendix A InnoCal Operations Only

- InnoCal receives customer supplied products for calibration or repair.
- Procedures are in place to protect and service customer supplied products.
- InnoCal calibration services conform to ISO IEC 17025 requirements.
- InnoCal is accredited by A2LA.
- ISO accreditation applies only to InnoCal operations and not to Vernon Hills distribution activities.