

Re: Cole-Parmer Instrument Company Business Summary

Dear Valued Customer:

We have prepared this profile of our company and our quality systems stating the most common information that is requested. This profile should address most of your needs and inquires.

The letter is divided into the following sections:

- Company Profile
- Quality Policy
- Operational Processes and Systems
- Customer Satisfaction Measurement
- Equal Opportunity, Diversity and Inclusion
- Safety Policy
- Trade Compliance Policy
- Political Contributions
- Honest and Ethical Conduct
- Anti-Bribery
- Conflicts of Interest

If you have additional questions that are not addressed in this profile, you may send them to me directly, contact details listed below.

Sincerely,



**Michael Whitaker**

**Sr. Manager, Compliance & Safety**

847.327.5501

[mwhitake@coleparmer.com](mailto:mwhitake@coleparmer.com)

## 2018

Cole-Parmer specializes in the manufacturing and marketing of specialty products and services that control, measure, transfer, and test different types of fluids, solids, and gasses.

Our 60+ year history of success stems from well established relationships which have been earned by providing unparalleled technical expertise which helps our customers select and apply the highly innovative, top quality consumables and equipment solutions we offer.

### COLE-PARMER COMPANY PROFILE

Phone number	800-323-4340	Main FAX number	847-247-2929
e-mail Address	<a href="mailto:Info@coleparmer.com">Info@coleparmer.com</a>	Web Site Address	<a href="http://www.coleparmer.com">www.coleparmer.com</a>
Payment Terms	Net 30 days	Freight Terms	FOB Origin
Hours	7 am – 6 pm CST	Emergency Phone	NA
Date Business Began	January 1955	Incorporation Date	June 29, 1957
FEIN	36-2360953	CAGE Code	05668 FSCM
SIC	5049	NAICS	423490
D&B Rating	NA	DUNS/CEC No	008852253
Gross Annual Sales	NA	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 Construction	Brick and mortar
Chairman/CEO	Bernd Brust	Customer Service Sr. Manager	Jaime Robles
COO:	Jon Salkin	Director, Warehouse Operations & Facilities	Mike Sesterhenn
Vice President Operations	Tom Dagleish	Regulatory/QA/Safety, Sr. Manager	Mike Whitaker
Total # of Associates	~450	Metrology Lab Manager(1)	Mike Pietronicco
Business Size	Large	Ownership	Not women or minority
Business Type	LLC	Public or Private	Private
Union	No	Discounts	Quantity (some items)
Government Inspection	Itinerant	Cognizant Agency	DCMDC
ISO 9000 certification	No <sup>1</sup>	FDA Registered	NA
<sup>1</sup> InnoCal™, a Division of Cole-Parmer®, is ISO/IEC 17025-2005 Accredited by A2LA (Cert.#1746.01) <a href="http://www.innocalsolutions.com/">http://www.innocalsolutions.com/</a>			

## REMITTANCE INFORMATION

Shipping Address:

625 E. Bunker Ct.  
Vernon Hills, IL. 60061-1844

Bank Reference

Bank of America NA  
1401 Elm Street  
Dallas TX 75202  
Contact: Lorine Benton

404-607-5014 TEL  
404-532-3336 FAX

Remittance Address:

13927 Collections Center Drive  
Chicago IL 60693

EDI Parameters

We support up to ANSI X.12 4010  
Value Added Network (VAN): GEIS

Software: Inovis EDI/400

Version 2 Release 11  
Transaction sets 810, 850, 855, 860, 997  
*More info: contact our EDI Coordinator*

## COLE-PARMER QUALITY POLICY

Cole-Parmer is committed to providing quality products, services and quality performance to every customer, every time. We pledge to provide our customers with the following:

- High-quality products and services
- Accurate and clear advertisements
- The highest level of customer service before, during and after the sale
- Timely Delivery of all customer orders

## COLE-PARMER QUALITY SYSTEM

### I. Management Responsibility / Document & Data Control

1. The Regulatory Compliance & Safety Manager oversees our Quality programs.
2. The Regulatory Compliance & Safety Manager reports to the COO.
3. We have a group of key measurements called Key Business Metrics (KBM).
4. Senior management reviews the KBM's monthly, dependent of the business goals.
5. Where applicable the KBM's are posted internally for all employees and visitors to monitor.
6. Departments control their own procedures, work instructions and records and are held accountable to the success of their respective KBM's.

### II. Contract Review

1. We review all orders to be sure we can meet customer requirements.
2. We will contact the customer to inform them if we cannot meet any requirements.
3. For orders that cannot ship at once, we assign a promise date.
4. If we cannot ship by this date we will contact the customer with a new promise date.
5. We can change orders depending on the status of it in our system, but only do so upon direct request of the customer.

### III. Purchasing

1. When taking on a new supplier, we verify they will be able to support the product.
2. We evaluate our suppliers monthly regarding nonconforming actions in receipt of goods and it is reported via the Supplier Performance Rating.
3. We issue purchase orders that include product description, unique product identifiers and in some cases specifications.

### IV. Product ID & Traceability / Inspection & Test / Inspection & Test Status

1. We identify items we sell with discrete identification numbers.
2. We determine which items require traceability & require that of the manufacturer.
3. We check all new items for identification, quantity and visible damage.
4. We inspect stock if we believe problems exist or could be repeated.
5. We identify and segregate items that are being inspected so they will not mistakenly be shipped.

### V. Handling, Storage, Packaging, Preservation & Delivery

1. We have methods of handling items that prevent damage.
2. We have methods of storing items that prevent damage and deterioration.
3. We have methods of packaging items that prevent damage and deterioration.
4. We control perishable items to assure that they will not deteriorate.
5. We have a pest control plan, no pesticides are used in areas that contain product
6. We maintain a "first in, first out" system of stock for those items requiring this management.

**VI. Control of Customer Supplied Product / Servicing - InnoCal**

1. We receive customer-supplied products for repair or calibration.
2. We have procedures to protect as well as service these customer-supplied products.
3. Customer supplied products are segregated from general inventory to prevent mix-ups.

**VII. Control of Inspection, Measuring & Test Equipment - InnoCal**

1. Our calibration service conforms to the requirements in ISO 17025:2005.
2. The American Association For Laboratory Accreditation (A2LA) accredits our calibration service, InnoCal™, a Division of Cole-Parmer®, to ISO/IEC 17025:2005; A2LA Certificate Number 1746.01. See: <http://www.a2la.org/> for a current certificate. <http://www.innocalsolutions.com/>

**VIII. Control of Nonconforming Product / Corrective & Preventive Action**

1. Incoming nonconforming items are segregated within our facility referred to as the Problem Receipts Area.
2. We determine the disposition of items in the Problem Receipts Area.
3. A Product CAR (corrective action response) can be initiated for checking items in stock that might be nonconforming.
4. Anyone at Cole-Parmer may initiate a Product CAR.
5. Inventory Control and the QA Department checks product CARS.
6. QA and Purchasing determine the disposition of nonconforming items from stock.
7. The Regulatory Compliance & Safety Manager determines whether a CAR should be sent to a Supplier.
8. QA can flag future incoming items for QA inspection to assure conformance.
9. QA can flag incoming items for QA inspection to verify supplier corrective action.

***IX. Control of Quality Records / Training / Continuous Improvement***

1. We have a company retention policy for our records.
2. We have a standardized process for hiring and training new associates.
3. Our hiring process includes determination of training needs for each position.
4. Each department maintains training records for department associates.

***X. Design Control / Process Control / Statistical Techniques***

1. We are not a manufacturer.
2. We have a procedure in place to alert customers who have requested notification of raw material or production changes, referred to a Critical Product Program /Change Notification.
3. Each department determines which statistical techniques to employ if applicable.

## CUSTOMER SATISFACTION MEASUREMENT

We measure customer satisfaction and refer to this measurement as our Customer Allegiance Score (CAS).

This program consists of the following:

- Our Allegiance Response Team (ART) is made up of members of key departments and they meet to:
  - Review data and responses
  - React to customer feedback and complaints
  - Recommends action to reduce impact of issues

## EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

Cole-Parmer is an equal opportunity and affirmative action employer. We have been and will continue to be committed to recruiting, hiring, promoting and training the most qualified individuals for positions at all levels within the organization. Only through obtaining, utilizing and enhancing the abilities of superior candidates at all levels will the Company be able to achieve its goals. We will, therefore, maintain our commitment to and support of, equal employment opportunity for all individuals without regard to race, religion, color, national or ethnic origin, gender, age, sexual orientation, gender identity, disability or veteran status. Our commitment to equal employment opportunity extends to any other protected classes which may exist under applicable law.

## ENVIRONMENTAL, SAFETY & HEALTH POLICY

It is the policy of Cole-Parmer to comply with all environmental, safety, and health laws and regulations applicable to its operations. The Company will conduct its business responsibly and in a manner intended to satisfy its environmental obligations and to protect the health and safety of its employees and neighbors.

## GLOBAL TRADE COMPLIANCE POLICY

It is the policy of Cole-Parmer to comply with all export and import control laws and regulations pertaining to its operations. Cole-Parmer will conduct all its export-related and import-related activities, including procurement, sales and shipments of products, and transfers of technology and services, in a manner that satisfies its obligations under export and import laws and the regulations of the United States and other countries.

## POLITICAL CONTRIBUTIONS

Political contributions to U.S. federal election campaigns made directly or indirectly from Company funds are prohibited. The legality of political contributions to state, local or foreign campaigns or causes must be determined on a jurisdiction-by-jurisdiction basis and, therefore, must be approved in advance by a member of the Company's Human Resources Department. Political contributions include any donation, gift, or loan of Company funds, assets, or property, directly or indirectly, to or for the benefit of any political party, committee, or candidate, and any use of Company funds, assets, or property, directly or indirectly to oppose or support any Government or subdivision thereof, or to oppose or to support any candidate or office-holder. This includes: (a) donations, gifts, or loans of funds, assets or property which are made by employees or third persons, such as agents, or consultants, who are reimbursed in any way by the Company; (b) the uncompensated use of Company services, facilities, or property; and (c) loans, loan guarantees or other extensions of credit.

## HONEST AND ETHICAL CONDUCT AND FAIR DEALING:

All Cole-Parmer Instrument Company employees endeavor to deal honestly, ethically and fairly with the Company's suppliers, customers, competitors and employees. Statements regarding the Company's products and services or otherwise must not be untrue, misleading, deceptive or fraudulent. Employees must not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair-dealing practice.

## ANTI-BRIBERY

Cole-Parmer is committed to conducting its activities free from the unfair influence of bribery and corruption. No bribe, or other illegal direct or indirect gift or payment must ever take place. Employees must observe the highest ethical standards and comply with all applicable laws and regulations when conducting business. Cole-Parmer will not resort to bribery or corruption 'in order' to obtain or retain business or other improper advantage in the conduct of international business,' as outlined in the Organization for Economic Cooperation and Development (OECD) Convention on Combating Bribery of Foreign Public Officials in International Business Transactions and in the Foreign Corrupt Practices Act (FCPA), a USA regulation applicable worldwide.

## CONFLICTS OF INTEREST

All employees are required to avoid any relationship with other individuals or organizations that might impair, or even appear to impair, the proper performance of their Company-related responsibilities. Employees must avoid any situation that might affect their independence of judgment with respect to any business dealings between the Company and any other organization or individual. Any employee who believes that he or she may have such a conflict, whether actual or potential, must report all pertinent details to his or her supervisor or a member of the Executive Staff. Any director or officer, who believes that he or she may have a conflict of interest, whether actual or potential, must report all pertinent details to the Chief Executive Officer.

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