
	Dolder Group: Quality Statement			
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THE COMPANIES OF THE DOLDER GROUP

Dolder is an internationally active raw materials distributor with a broad range of services. The family-owned company supplies polymeric, chemical and natural raw materials as well as intermediates. At www.dolder.com you will find a lot of information such as product lists, industry segments, organization charts, and contact details.

DOLDER also means quality – for in the end, we are a Swiss based company with international subsidiaries. This document gives you a comprehensive overview of company- and quality-related issues. Please bear in mind that we are a pure trading company without our own production.

<p>DOLDER AG Headquarters of the Dolder Group Immengasse 9 CH-4001 Basel</p> <p>Tel: +41 61 326 66 00 info@dolder.com</p> <p>Established 1898 VAT-no. Switzerland: CHE-102.266.816 MWST DUNS-no: 48-058-6296 Commercial reg. no. Basel: CH-270.3.001.568-4</p> <p>Legal form: Public limited company Share capital: CHF 4 million</p>	<p>OWNERSHIP Our company has been owned by the Dolder family for over 100 years.</p> <p>MANAGEMENT You'll find all information on our Board and Executive Management on our website: www.dolder.com/who-we-are/organization/</p> <p>Number of employees: approx. 80 worldwide</p>
<p>DOLDER-BIGLER AG Bundesplatz 3 CH-6300 Zug</p> <p>Tel: +41 41 710 71 70 plastics@dolderbigler.com www.dolderbigler.com</p> <p>Established 2021 (as successor to B. Bigler AG and Dolder Plastics) VAT-no. Switzerland: CHE-107.877.938 VAT-no. Germany: DE 142 301 639 Eori: 50745568</p>	<p>DOLDER MASSARA S.R.L. P.zza Tranquillo Zerbi, 3 IT-21047 Saronno (VA)</p> <p>Tel. +39 02 964 260 11 Fax. +39 02 383 00 725 info.massara@dolder.com www.dolder.com/italy</p> <p>Established 2000 Uff. registro imprese: REA N. VA324329 P.IVA 13292500157 - cod. sdi C1QQYZR Capitale della società: EUR 15.300</p>
<p>DOLDER KIMYA DIŞ TIC. A.Ş. Oruç Reis Mah. Tekstil Kent Cad. Blok A18 No 44 TR-34235 Esenler-İstanbul</p> <p>Tel: +90 212 438 51 58 Fax: +90 212 438 51 35 info-tr@dolder.com www.dolder.com/turkey Established 2015</p>	<p>DOLDER ESPAÑA S.L.U. Gran Via, 630 4ª planta E-08007 Barcelona</p> <p>Tel: +34 93 445 83 06 Fax. +34 902 095 568 spain@dolder.com www.dolder.com/espana</p> <p>Established 2015 CIF: B66465931 Número IVA (VAT): ESB66465931</p>

QUALITY MANAGEMENT

We do have a head of quality management who is supported by trained local experts. We frequently conduct internal audits and have our management system checked by external auditors as well. For company and product specific questions please get in touch with your Dolder contact person, for questions regarding our quality management please contact our quality manager:

Christoph Baumgartner
 Senior Quality Coordinator
 Tel: +41 61 326 66 09
christoph.baumgartner@dolder.com

Quality certificates

All our quality certificates are available on www.dolder.com/quality and www.dolderbigler.com/quality where you can also see the current status of each document. No other certificates than those listed below have been obtained or are planned to be obtained in the near future. In justified exceptional cases only, we are prepared to have external audits carried out at our company.

Company	Country	Employees	ISO 9001	ISO 14001	EcoVadis
Dolder AG	Switzerland	17	X	X	X
Dolder-Bigler AG	Switzerland	34	X		X
Dolder Massara s.r.l.	Italy	21	X	X	X
Dolder España s.l.u.	Spain	4	X	X	X
Dolder Kimya Diş Tic. A.Ş.	Turkey	5	X	X	X

Reach

Wherever available, our products are Reach compliant.

Dun & Bradstreet

D-U-N-S® No. 48-058-6296



Dun & Bradstreet ranks us among the Top Rating Companies, which are characterized by financial stability and highest or high creditworthiness (regardless of their company size). If you need further information about our company's creditworthiness or payment record, we recommend that you contact the Swiss Creditors' Association Creditreform.

Corporate responsibility (CSR) and code of business conduct

It is our major concern to meet internationally recognized standards for business practices, environmental protection and social responsibility towards our employees and the society in general. You'll find an overview of our commitment on www.dolder.com/csr. In addition, the Dolder Group is a proud member of [EcoVadis](http://www.ecovadis.com) with bronze level status. As a matter of course we comply with all national regulations as well as regulations such as the UK Modern Slavery Act 2015 and the California Transparency in Supply Chains Act with controls on forced labour, child labour, worker's rights, and inhumane treatment. We require our business partners to follow the same business practices.

Environment

The Dolder Group is ISO 14001 certified (though Dolder-Bigler is not) and we take our responsibility to protect the environment very seriously. We have formulated clear targets to reduce our environmental impact and review them regularly. As a pure trading company without our own production, we pay attention to compliance with legal regulations and the reduction of emissions when selecting our partners.

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COMMERCIAL INFORMATION

As a family-owned company we do not publish commercial figures. The respective country-specific legal requirements apply to the storage of documents. As a rule, this is usually 10 years. Our suppliers also have their own guidelines.

Privacy policy

The protection of personal data is central to our company. A detailed overview of our privacy policy can be found on our website www.dolder.com/privacy.

Employee training

The continuous development of our employees is crucial to the success of our company. Dolder invests heavily in targeted training and development of our experts. Needs are discussed with employees at least annually and detailed training plans are developed.

Liability

We have product liability insurance in the amount of CHF 10M with Helvetia Insurance.

Conditions

Unless otherwise agreed in writing, our terms and conditions of purchase and sale shall apply. You can find them at www.dolder.com/conditions. Your contact person is at your disposal for any delivery, quality assurance, and confidentiality agreements.

Risk management and emergency plans

Our risk management is regularly reviewed and helps us to identify potential hazards and eliminate them through appropriate measures. Detailed contingency plans ensure that we can respond appropriately in the event of an incident.

Supplier qualification

We qualify our suppliers and are in constant contact with them to improve products and services. As a rule, we purchase our products directly from the manufacturer. This has been conscientiously checked by us to ensure that our high quality standards are met. The most important suppliers are regularly evaluated by us. Wherever available, we will issue a long-term supplier declaration.

Warehousing and transport

We have an ERP system in which all purchasing and sales processes are mapped. The products supplied by us are transported and stored under the product-specific conditions. The responsible persons have the relevant information at their disposal. We apply Kanban and also offer consignment stock to our customers. Products are usually accompanied by certificates of analysis and safety data sheets. By arrangement, we offer to take back packaging material.

Inspection of goods

Our suppliers take care of the quality control of the goods delivered to you. Our external warehouse and logistics partners do a visual inspection of the goods, provided they pass through our warehouse. We provide you with compliant certificates of analysis for each product, indicating the manufacturer and the testing body. We inform our customers immediately if there are any changes in the product or in the production process.

Handling of non-conforming parts

We have a detailed 8D process in place for the rapid clearance of non-conforming parts and supplies.

Bruno Crippa
CEO
Dolder Group



Christoph Baumgartner
Senior Quality Coordinator
Dolder Group

