

Market Expansion Services for ingredients and specialty chemicals



Foreword



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Long before many of today's companies were created, our founding fathers ventured to Asia to lay the foundation of what is now DKSH. They not only built thriving businesses themselves, they also helped other companies grow and be successful. Now, more than 150 years later, this is still the core of our business: we provide a wide range of integrated Market Expansion Services to grow the business of our partners.

Business Unit Performance Materials is a leading specialty chemicals and food ingredients distributor and global provider of Market Expansion Services for business partners in the specialty chemicals, food and beverage, pharmaceutical and personal care industries. Our clients (chemical and ingredients manufacturers) rely on our in-depth expertise to drive market penetration for their products. Our customers (manufacturers of end products in a variety of industries) count on our know-how and networks for trend-setting specialized raw materials.

As well as distribution and logistics, marketing and sales and after-sales services we provide cutting-edge solutions and formulations from our 26 state-of-the-art innovation centers, regulatory consulting and product registration, sourcing of hard-to-find raw materials and ingredients, as well as a range of marketing information services.

On average, our business partners work with us for more than ten years. They appreciate our passionate and highly committed specialists, our unparalleled local knowledge and infrastructure, as well as our service-driven business model. Coupled with our strong financial background, this makes us a reliable and trustworthy partner for the long run.

DKSH at a glance

As the No. 1 provider of Market Expansion Services with a focus on Asia, we help companies to grow their business in new and existing markets. We blend Swiss reliability, professionalism and best practice corporate governance and compliance with more than 150 years of uninterrupted presence in Asia. Our leadership team has extensive experience in Asia. Coupled with our strong financial background, this makes us a reliable and trustworthy partner.

Our Business Units

Our Business Units focus on the fields of consumer goods, healthcare, performance materials and technology, and offer a comprehensive range of Market Expansion Services to business partners in their respective areas.

Consumer Goods

Focusing on fast moving consumer goods, food services, luxury goods, as well as fashion and lifestyle products, and hair and skin cosmetics, our services range from product feasibility studies and sales and marketing to physical capillary distribution.

Healthcare

With a product range covering pharmaceuticals, over-the-counter (OTC), consumer health and medical devices, we offer services including product registration, marketing and sales, and physical capillary distribution.

Performance Materials

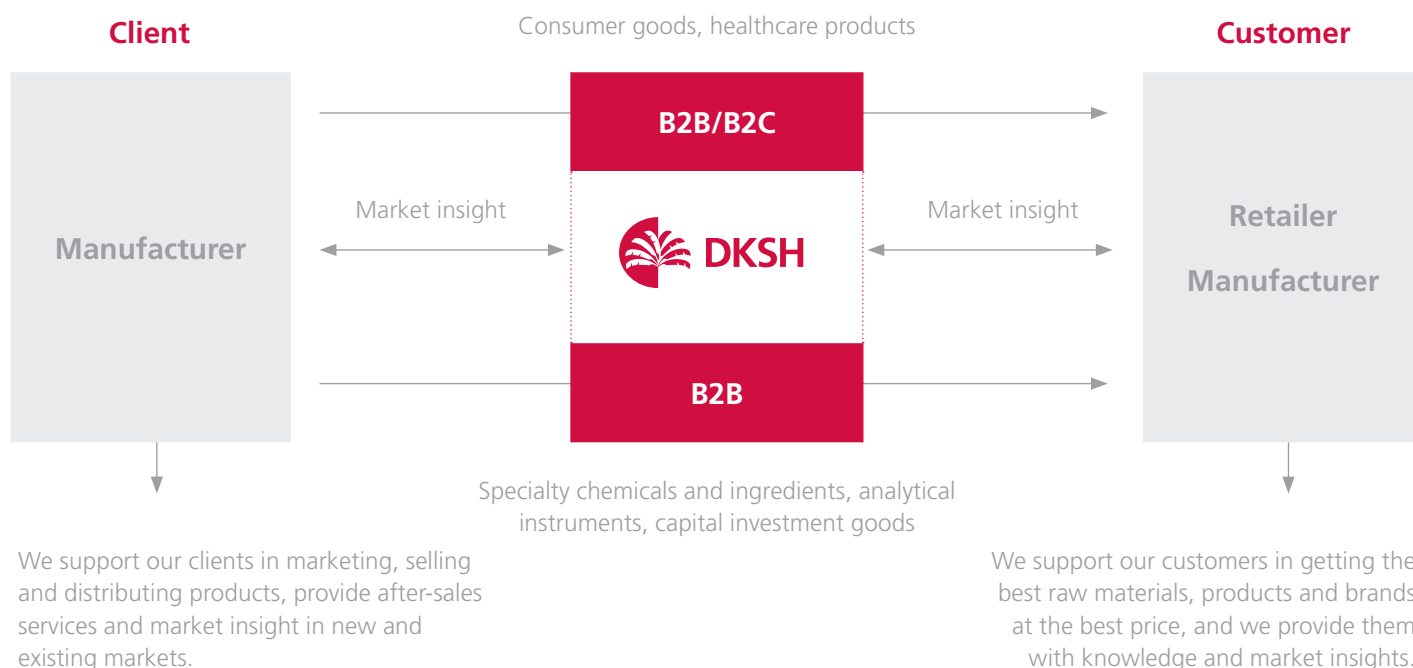
We source, develop, market and distribute a wide range of ingredients and specialty chemicals for business partners in the specialty chemicals, food and beverage, pharmaceutical and personal care industries.

Technology

We provide market analysis and strategy, marketing and sales, distribution and logistics as well as application engineering and after-sales services for capital investment goods and analytical instruments in various industries.

Key dates

- In the 1860s, three Swiss entrepreneurs sailed east to Asia. Over the years, they established flourishing companies which evolved into major players in the region
- Formed in 2002 through the merger of long-established Swiss trading houses Diethelm Keller Services Asia and SiberHegner, DKSH has transitioned from a trading company into the leader in the recently defined Market Expansion Services industry
- In 2012, DKSH became a publicly listed company on the SIX Swiss Exchange, and as such, frequently and openly reports about business and performance



Business Unit Performance Materials

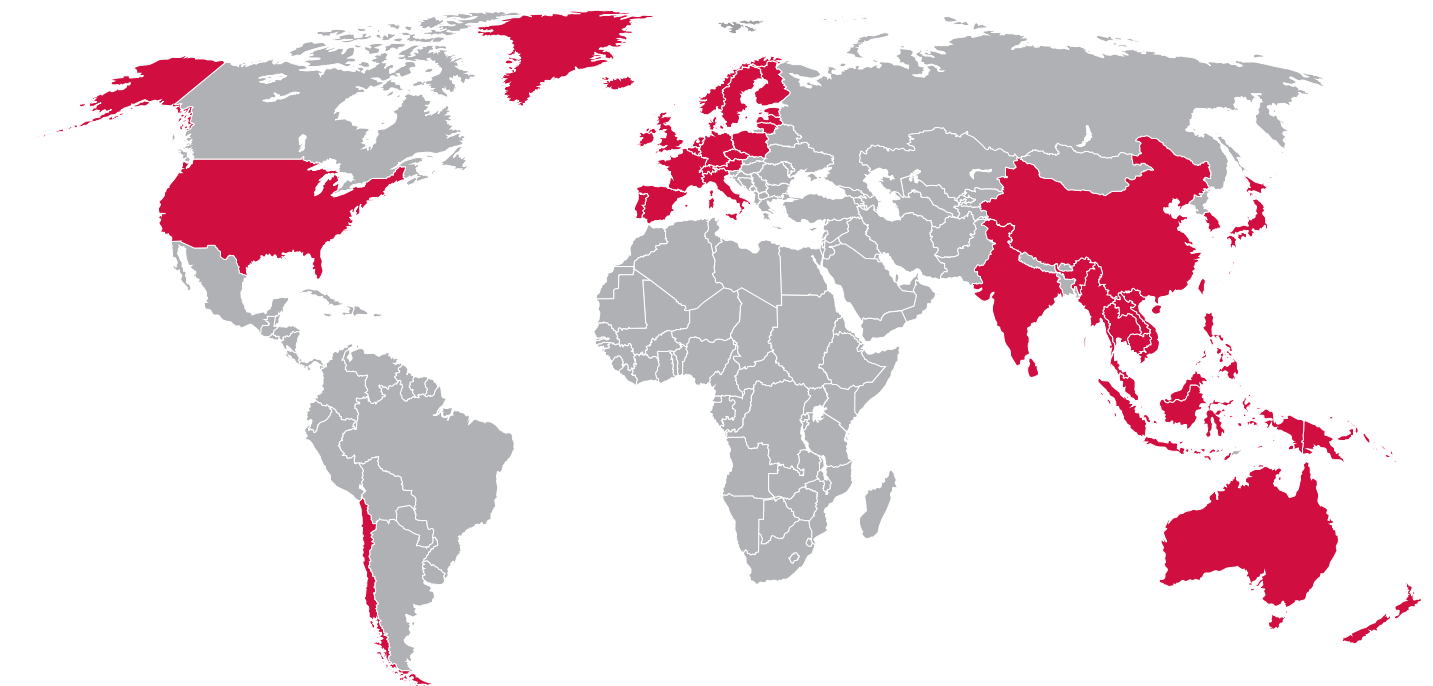
DKSH is a leading ingredients and specialty chemicals distributor and global provider of Market Expansion Services for business partners in the specialty chemicals, food and beverage, pharmaceutical and personal care industries.

We provide instant access to markets around the world through our comprehensive network, global relationships and sourcing offices strategically located worldwide.

We develop cutting-edge solutions and formulations from our 26 state-of-the-art innovation centers, allowing us to meet the ever-growing needs of our customers, create opportunities for our clients and strengthen our competitive advantage.

We research, develop and launch new product ideas and value-added formulations thanks to the deep industry expertise, application know-how and the innovative approach of our 990 specialists in 31 countries.

This enables our over 200 clients and 20,000 customers to benefit from strategic market insights, reduced operating costs, decreased time-to-market intervals, competitive prices and new revenue opportunities as they grow their businesses in new and existing markets.



Business Unit Performance Materials' network covers 85% of the global chemical distribution market.

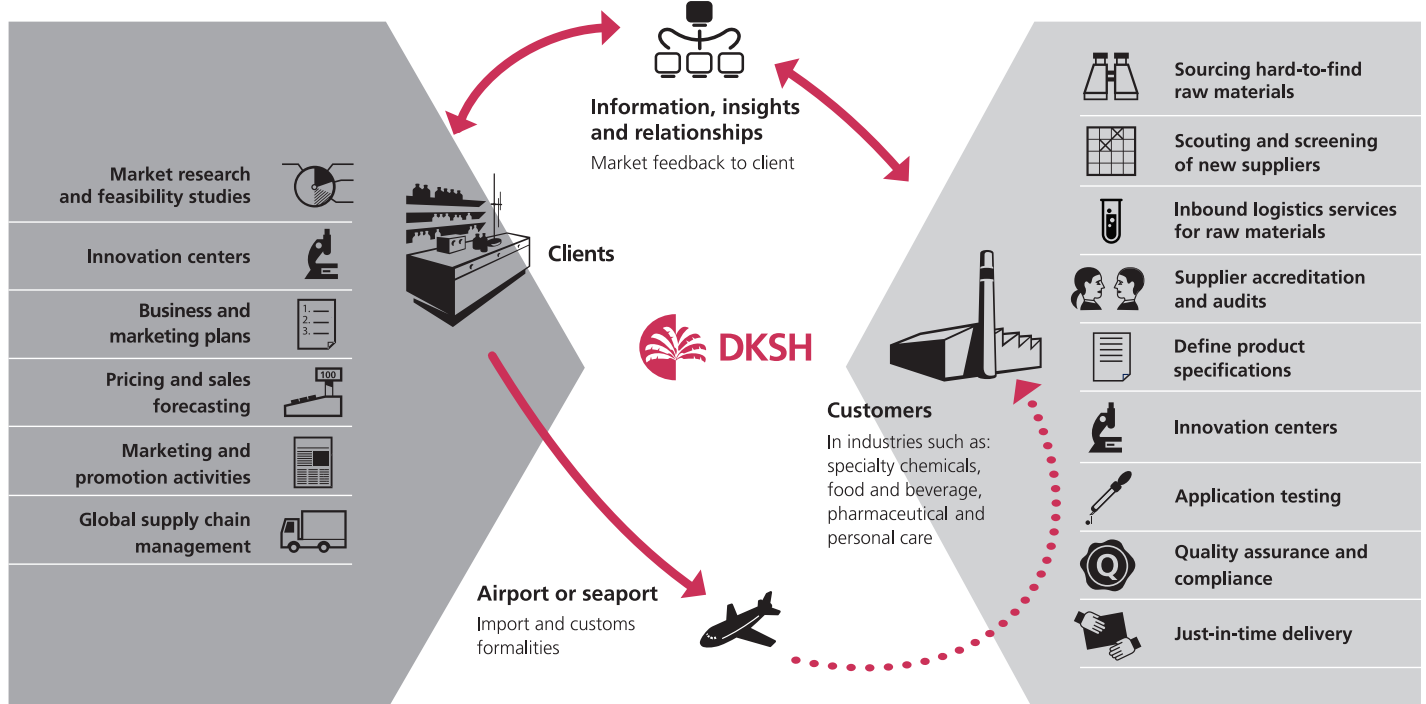
Our service offering

Core services for clients and customers

We provide a broad and tailorable range of service offerings for business partners in the specialty chemicals, food and beverage, pharmaceutical and personal care industries:

- **Distribution and logistics:** we provide opportunities for distribution across our vast and growing geographic footprint. We provide complete inbound logistics with just-in-time delivery and cater for customized repackaging
- **Marketing and sales:** we develop market access strategies and turn ideas into success. We innovate new marketing ideas and concepts and create new market opportunities for existing ingredients and specialty chemicals in accordance with local regulations
- **After-sales services:** we remain connected to our business partners and accompany their products all the way. We are invested in providing complete customer satisfaction

Services for clients





Value-added services for clients and customers

In addition to our core services, we also offer a range of tailor-made value-added services for clients and customers

- Innovation services:** we develop cutting-edge products and formulations from our 26 state-of-the-art innovation centers, strategically located worldwide. We provide: idea generation and conceptualization; new ingredient and technology application; product development, customization and duplication; acceptance testing compliant with GMP standards; market and stability testing; product demonstration; product and cost improvement; trouble-shooting and hands-on technical training
- Regulatory services:** for our clients, we provide registration and regulatory consulting services to ensure fast and efficient market entry for specific products and product portfolios. Our local regulatory experts make sure that our business partners' products comply with local and complex regulations in their target markets. For our customers, we offer a global supplier qualification and certification program to ensure a safe and sustainable supply of raw materials. Based on our acknowledged supplier evaluation, we provide in-depth quality information and improve supply and product quality from new and existing suppliers
- Sourcing services:** with 17 sourcing offices strategically located worldwide, we provide reliable sourcing of hard-to-find raw materials around the world. Through our comprehensive sourcing network, we locate alternative sources for raw materials to ensure a continuous supply. As an early trend scout, we introduce innovative ingredients and specialty chemicals, as well as new technologies, to provide our business partners with a competitive market advantage
- Marketing information services:** we provide integrated information management for business intelligence reporting. We introduce industry innovations, intelligence on market trends and insights on the competitive landscape

Business Line Food & Beverage Industry



Business Line Food & Beverage Industry is a leading food ingredients distributor and global provider of Market Expansion Services for business partners in the beverage, dairy, confectionery and bakery, nutritional supplements, processed food and food service industries.

We provide food and beverage ingredients to manufacturers in the food and beverage industry, ranging from food raw materials to food additives and institutional products.

Food additives

- Acidulants
- Amino acids
- Anti-microbial agents
- Antioxidants
- Carotenoids

- Colors
- Cultures and media
- Dietary fibres
- Emulsifiers
- Enzymes
- Flavour enhancers
- Flavors
- Herbal extracts
- Hydrocolloids
- Hydrolysates/peptides
- Minerals
- Nutritional lipids
- Phytochemicals
- Probiotic cultures
- Proteins
- Sweeteners
- Vitamins
- Yeast
- Other nutritional ingredients

Food ingredients

- Casings
- Coffee
- Tea
- Juice concentrates
- Supplements
- Spices and herbs
- Starch and flour
- Sugar and derivatives
- Seafood
- Frozen products
- Food service products
- Dairy products

Business Line Personal Care Industry



Business Line Personal Care Industry is a leading personal care and cosmetic ingredients distributor and global provider of Market Expansion Services for business partners in the personal care and cosmetics industry.

We provide cosmetic ingredients to manufacturers in the personal care industry for a wide variety of applications, including skin care, hair care and color, oral care, sun care, make-up, toiletries, household and

industrial.

Product groups

- Actives
- Care polymers
- Cleansing surfactants
- Conditioning quats
- Depilatory ingredients
- Emollients
- Emulsifiers and dispersing agents
- Exfoliants
- Natural extracts
- Fragrances
- Hair coloration
- Humectants
- Mineral oils and vaseline
- Vegetal oils and butters
- Opacifiers and pearliers
- Pigments and dyes
- Preservatives and anti-microbials
- Rheology modifiers
- Specialty silicones
- Solubilizers
- Styling polymers
- UV filters
- Vitamins
- Waxes

Business Line Pharmaceutical Industry



Business Line Pharmaceutical Industry is a leading pharmaceutical distributor and global provider of Market Expansion Services for business partners in the pharmaceutical industry.

We provide pharmaceutical ingredients to manufacturers in the pharmaceutical industry for synthesis and formulation.

Active Pharmaceutical Ingredients (APIs)

- Anti-cancer
- Anaesthetics
- Central nervous system (CNS)
- Generic drugs
- Final dosage forms
- Packaging material
- Plant extracts
- Green shell mussel powder
- Antibiotics and hormones

Pharmaceutical synthesis

- Tailor-made intermediates
- Intermediates
- Process chemicals
- Solvents
- Protecting agents
- Coupling agents
- Building blocks

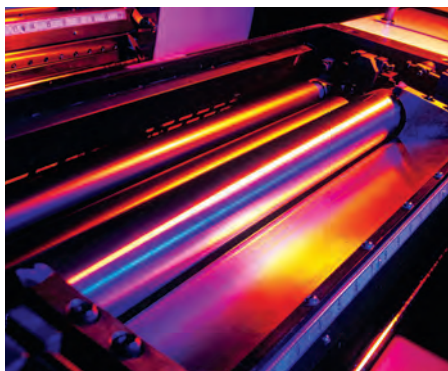
Excipients

- Binders
- Disintegrants
- Lubricants
- Fillers
- Taste masker/aromas/sweeteners
- In-house film coating (white and clear)
- Premixes for color coating/decorative coating and branding
- Enteric coating

Animal care industry

- Protein sources (including pork meal, fish meal, yeast powder)
- Feed additives (including toxin binders, vitamins, amino acids)
- Farm hygiene (including cleaning systems, sanitization solutions)
- Animal health (anti-infectives, vaccines, fertility control)

Business Line Specialty Chemicals Industry



Business Line Specialty Chemicals Industry is a leading chemical distributor and global provider of Market Expansion Services for business partners in the specialty chemicals industry.

We provide specialty chemicals to manufacturers for wide variety of applications, including paints, coatings, inks, polymers, engineering plastics, adhesives, rubbers, agrochemicals, petrochemicals, packaging, graphics, technical films and other specialties.

Paints and coatings

- Resins
- Adhesion promoters
- Hardeners
- Fillers
- Pigments
- Specialty additives

Polymers

- Unsaturated polyester
- Engineering plastics
- Fluoropolymers
- Intermediates
- Isocyanates
- Amines

- Monomers
- Cross-linkers
- Catalyst
- Pigments
- Additives

Electronics and specialties

- Chemicals for:
 - Electronic applications
 - Plant and crop protection
 - Medical applications
- Fine chemicals and custom synthesis
- Catalysts and specialties for petrochemical applications
- Bristles

Some of our key clients and customers



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