

## Market Expansion Services for ingredients and specialty chemicals



# Foreword



**Natale Capri**

Co-Head Business Unit  
Performance Materials



**Thomas Sul**

Co-Head Business Unit  
Performance Materials

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 46 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 leading 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 with more than 150 years of uninterrupted presence in Asia.

## Our Business Units:

### Consumer Goods

Focusing on fast moving consumer goods, food services, luxury goods, as well as fashion and lifestyle products, we help companies grow in Asia through our services including product feasibility studies, marketing and sales, and capillary distribution.

### Performance Materials

Supported by our expertise in innovation and formulation, supply chain, sourcing, regulatory and sales & marketing excellence, we distribute a wide range of innovative ingredients and specialty chemicals for the specialty chemicals, food and beverage, pharmaceutical and personal care industries.

### Healthcare

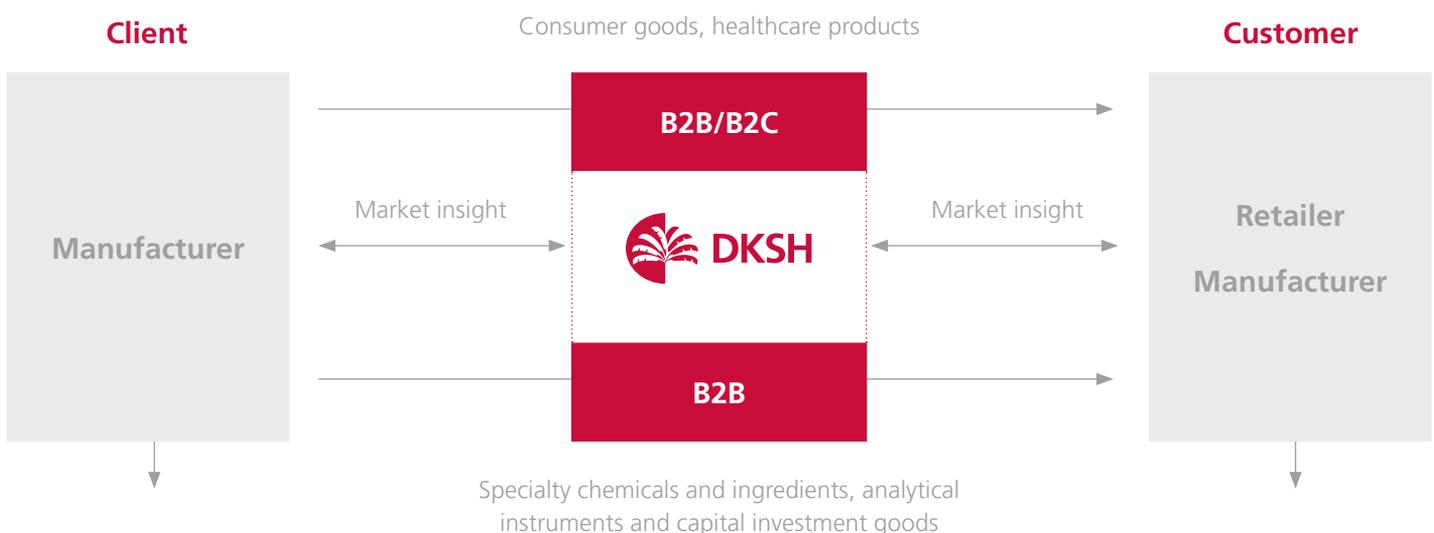
With a product range covering pharmaceuticals, over-the-counter (OTC), consumer health and medical devices and diagnostics, we offer services including product registration, marketing and sales, distribution and value-added services such as hospital and patient solutions.

### Technology

We cover a broad range of capital investment goods and analytical instruments for which we offer marketing, sales, distribution, application engineering and after-sales services.

## Key dates in our history

- 1860s: three Swiss entrepreneurs sailed east to Asia and established flourishing companies
- 2002: through the merger of long-established Swiss trading houses Diethelm Keller Services Asia and SiberHegner, DKSH transitioned into the leader in the Market Expansion Services industry
- 2012: we became a publicly listed company on the SIX Swiss Exchange and therefore report frequently and openly on our business and performance



We support our clients in marketing, selling and distributing products and provide after-sales services and market insight in new and existing markets

We support our customers in getting the best raw materials, products and brands at the best price, and provide them with knowledge and market insights

# Business Unit Performance Materials

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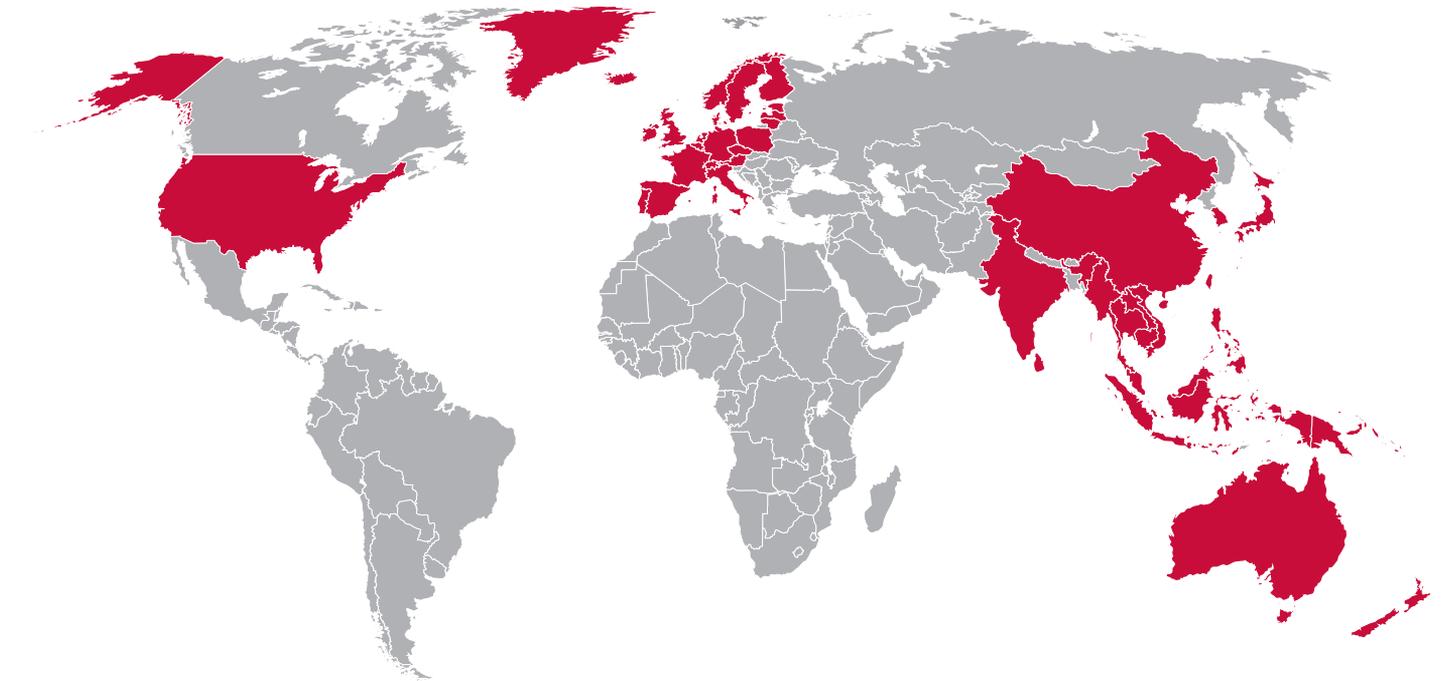
We provide instant access to markets around the world through our comprehensive network, global relationships and sourcing offices strategically located worldwide.

We develop cutting-edge solutions and formulations from our 46 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 over 1,000 specialists in 32 markets.

This enables our 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 percent of the global chemical distribution market.

# Our service offering

## Core services for clients and customers

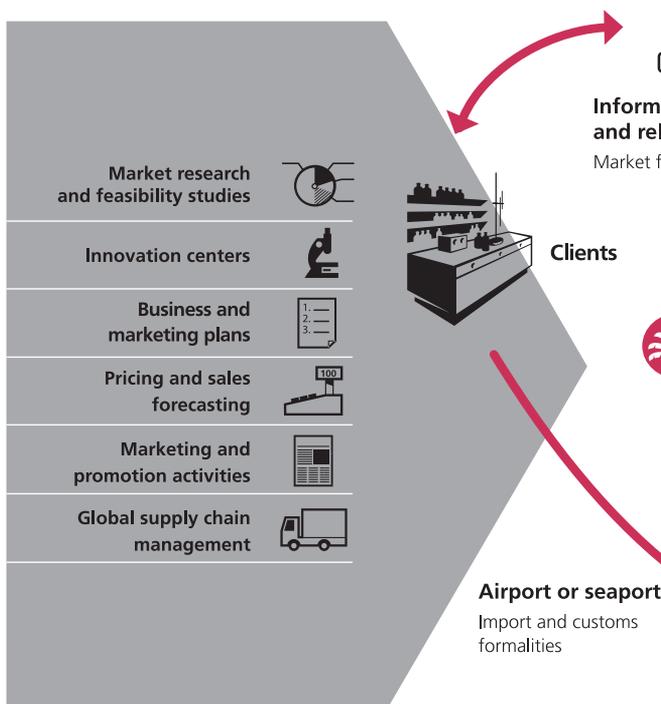
We provide a broad and tailored range of service offerings for business partners in the specialty chemicals, food and beverage, pharmaceutical and personal care industries:

- **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

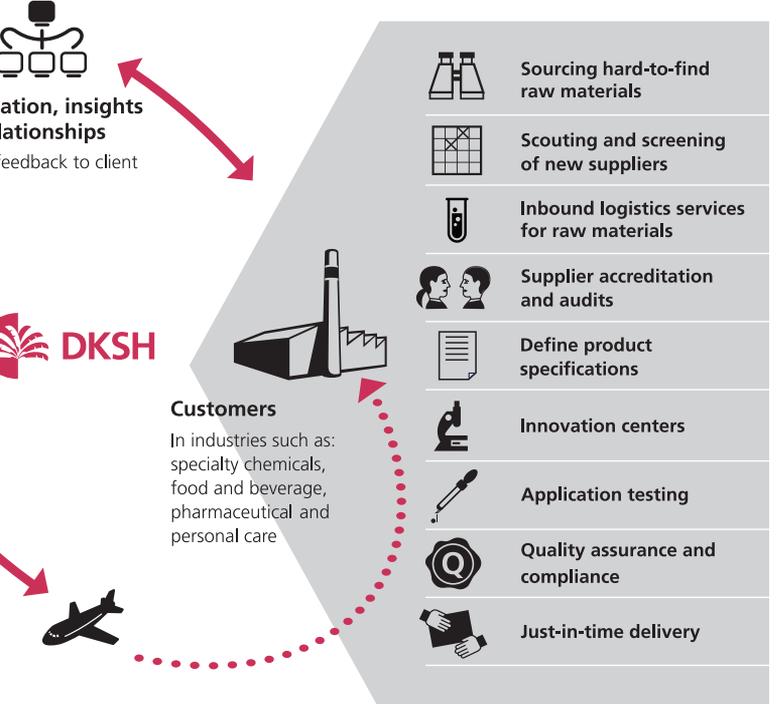
- **Marketing and sales:** we develop market access strategies and turn ideas into success. We innovate new marketing ideas and concepts and create new market opportunities for existing ingredients and specialty chemicals in accordance with local regulations

- **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



## Services for customers





### Value-added services for clients and customers

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

- **Innovation & Formulation:** we develop cutting-edge products and formulations from our network of 46 state-of-the-art innovation centers located worldwide. We generate ideas, ensure compliance and provide technical training to increase market coverage for our clients. Our business partners benefit from a range of tailor-made solutions that reduce time to market and increase competitive advantage
- **Regulatory:** the regulatory landscape around the world is far from homogeneous. It is becoming increasingly com-

plex as many countries introduce new systems and certification schemes to safeguard their economies. Keeping abreast of these changes can become very time-consuming for companies looking to expand in different markets. Our network of on-the-ground regulatory specialists have a deep understanding of regulatory environments and provide a range of support services to ensure our business partners are compliant

- **Sourcing:** we provide instant access to markets around the world, including the major chemical producing countries. Our comprehensive network of over 60 sourcing specialists procures hard-to-find ingredients and chemicals and identifies reliable alternative sources for specific quality, price, quantity and delivery needs. We

also act as an early trend scout to share knowledge of latest developments and technologies, ensuring our business partners remain one step ahead

- **Sales & Marketing Excellence:** our sales and marketing excellence function supports our clients and sales force to drive business growth with integrated information management. Through next level digital systems, we provide marketing intelligence, trend analysis and best-in-class reporting. With local insights and a global perspective, we uncover new market trends with reliable market research and introduce products based on hot market opportunities

# 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, bakery, food supplements, nutrition, processed food and food service industries.

Our teams of food technologists and scientists, nutritionists and innovation centers work closely with our manufacturing customers in the food and beverage industry. We qualify, register, stock, market and distribute a comprehensive range of food ingredients and additives for the highly diverse and growing range of applications in packaged foods and beverages.

## Beverage and dairy

- Flavors
- Fruit and vegetable juice concentrates
- Health ingredients
- Milk constituents
- Natural colors
- Sweeteners

## Confectionery and bakery

- Bakery fillings
- Colors
- Flavors
- Dietary fibers (inulin, beta glucans, FOS, arabinogalactan) Enzymes
- Emulsifiers
- Glazors
- Health ingredients
- Minerals
- Stabilizers
- Plant extracts
- Probiotics
- Preservatives
- Processing aids
- Soluble and insoluble fibers
- Sweeteners

## Food supplements and nutrition

- Amino acids
- Antioxidants
- Immune boosters
- Sweeteners
- Weight management and intestinal ingredients
- Vitamins

## Processed food and food service

- Flavors
- Condiments
- Chocolate couvertures
- Frozen seafood
- Frozen fruit and vegetables
- Glazes
- Marinades
- Meat substitutes
- Olive oils
- Sweet and savory toppings/fillings
- Toll-manufactured spice blends
- Wines

# Personal Care Industry



Business Line Personal Care Industry is a leading personal care and cosmetic ingredient and formulation 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 and household.

## Product groups

- Actives
- Anti-irritants
- Anti-microbials
- Antioxidants
- Care polymers
- Cleansing surfactants
- Colorants and dyes
- Conditioners
- Depilatory ingredients
- Delivery systems
- Dispersing agents
- Dyes
- Emollients
- Emulsifiers
- Extracts
- Exfoliants
- Fragrances
- Flavors
- Hair coloration
- Humectants
- Mineral oils and vaseline
- Moisturizers
- Opacifiers
- Pearlizers
- Pigments
- Preservatives
- Rheology/viscosity modifiers
- Specialty silicones
- Solubilizers
- Softener quats
- Specialty additives
- Styling polymers
- Surfactants
- Texturizers
- UV filters
- Vegetal oils and butters
- Vitamins
- Waxes

# 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)

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

## Excipients

- Aromas
- Binders
- Disintegrants

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

## Pharmaceutical synthesis

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

## Nutraceuticals

Innovative nutraceuticals for use in various applications, including:

- Blood sugar control
- Cholesterol control
- Skin beauty
- Weight loss

## Animal care industry

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

## Packaging materials

- Atmosphere control packaging
- Aluminium packaging
- Blister foils
- Packaging for liquids

## Biopharma

- Buffers
- Solvents
- Yeast extracts
- Peptones
- Cell culture
- Growth factors
- Products for clean room management
- Excipients for injectables

# 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 a wide variety of applications, including paints, coatings, inks, polymers, engineering plastics, adhesives, rubbers, agrochemicals, petrochemicals, packaging, graphics, technical films and other specialties.

## Pigments

- Anticorrosion pigments
- Carbon black
- Cadmium pigments
- Complex inorganic pigments
- Lead-chrome pigments
- Metallic pigments
- Organic pigments
- Pearlescent pigments
- Pigments for security applications
- Pigments for special effects: fluorescent, photoluminescent, texture, soft-touch
- Synthetic iron oxide
- TiO<sub>2</sub>
- Ultramarine blue and violet pigments

## Binders (waterborne, solvent-borne, solvent-free and UV technologies)

- Acrylics
- Alkyds
- Amino resins
- Catalysts, crosslinkers, curing agents and

hardeners

- Chlorinated rubber
- Epoxy
- Fluorinated resins
- Gum rosin
- Hydrocarbon
- Nitrocellulose
- Polyamide
- Polyester
- Polyurethanes
- SBR (emulsions)
- Silicon and silicate
- Unsaturated polyester
- Vinyl ester

## Specialty additives

- Accelerators
- Adhesion promoters
- Antiblocking
- Antioxidants
- Antistatic
- Biocides and fungicides
- Catalysts and crosslinkers
- Chain extenders
- Coalescing agents
- Corrosion inhibitors
- Defoamers
- Dispersing and wetting agents
- Display (OLED, QLED)
- Driers
- Flame retardants
- Flow modifiers
- Impact modifiers
- Lithium secondary batteries (electrolytes, anodes, cathodes and separators)
- Lubricants

- Matting agents
- Monomers
- Oligomers
- Plasticizers
- Photoacid generators
- Photo-initiators
- PVC stabilizers
- Rheology modifiers
- Scavengers
- Specialty masterbatch
- Stabilizers
- Surface tension modifiers
- Technical fillers
- UV absorbers
- Waxes

## Polymers

- ABS and SAN
- Bio-polymers
- EPDM
- Epoxy
- Epoxy novolac resins
- Fluoropolymers
- LFT
- Optical polymer materials
- PEEK, PEI, PEAK
- PBT
- Photopolymers
- Polyamide (6, 46, 66, 12)
- Polycarbonate
- Polyester/unsaturated polyester
- Polyolefins
- POM
- PPE
- SBR
- UHMWPE

## Some of our key clients



**DKSH Holding Ltd.**

Wiesenstrasse 8, P.O. Box 888, 8034 Zurich, Switzerland  
Phone +41 44 386 7272, Fax +41 44 386 7282  
[www.dksh.com](http://www.dksh.com)

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