



The Biesterfeld Group



Dirk J. Biesterfeld
Chairman of the Supervisory Board

LISTENING AND ACTING



If there's one thing that has stayed with us since 1906, it's the habit of listening and acting. Our family tradition of trustful, customer focussed

cooperation has always been a key corporate principle. Our goal has remained unchanged for the last one hundred years:

We want success for our suppliers, our customers and ourselves. That also means having an equally good understanding of partners' demands and what the markets require. As a leading

distribution company for chemicals and plastics we firmly believe in the value of personal cooperation in a spirit of partnership. Please read on to discover more.

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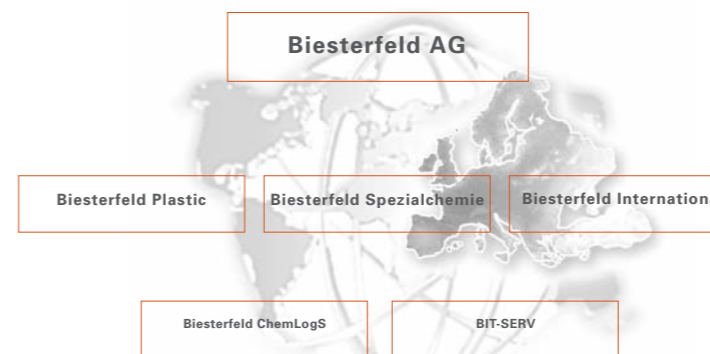
DRIVING OUR SUCCESS

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The demands of our customers and suppliers spur us on to new paths ...

FROM HAMBURG INTO THE WORLD



Real progress is born only when someone has a desire to change things. And that is how the salt trading business that Wilhelm Ernst Hinrich Biesterfeld established in 1906 in Hamburg became one of the

leading international distribution companies for chemicals and plastics. The company now has global reach and serves customers and suppliers in more than 120 countries.

Our understanding of the market

We think in terms of opportunities. Through a process of continual evolution, we strive to keep opening up new opportunities for our customers. That holds true for all our business units, because only if we are prepared to continuously adjust our actions to the demands of the market will we find all avenues open to us. This happens because we are more competitive. Because we develop innovative products for our customers. And above all, because we share our customers' and suppliers' desire to achieve more.

Put us to the test

Our top priority is the success of our suppliers and our customers. What we offer our customers is therefore not limited to one product, one component or batch, but includes interacting with partners and ensuring each customer receives the know-how, services and solutions he requires. We see it as our job to serve our customers at all times by mounting a flexible response to markets, innovations and increasingly individualized demands - for that is what counts today.



**In business and technology -
we aim for sustainable
bonds ...**

YOUR PARTNER FOR POLYMERS AND RUBBER



Sustainability is dear to our hearts. For example, it is the consideration behind our growing range of materials for technical applications that are made from renewable resources. In matters of cooperation we likewise value the long-term view. As one of the leading pan-European distributors we are your partner when it comes to

innovative solutions for engineering polymers, standard polymers, styrene and acrylic polymers, performance rubber, carbon black and additives. You may call at any time on the services of our field sales force, which offers blanket coverage, or of our applications technicians and centralized product management team.

More than distribution

We are not satisfied until you are - that is what we demand of ourselves and it means much more than simply providing a full product range. Whether you need special compounds, require our know-how in the field of applications technology or wish to have a customized service that covers all aspects of your range - just contact us about it. We are here to oblige.

Innovation and sustainability

The characteristic of our market is continuous technological change. Environmentally sensitive approaches and solutions, changing consumption habits and new manufacturing methods that use biomaterials now dictate the course we take. We work hand in hand with our suppliers and customers when the issue is to transform innovative, sustainable concepts into real products and services.



Our customers love it when the chemistry's right ...

YOUR PARTNER FOR SPECIALITIES



LifeScience



CASE



Food Ingredients



Performance Products

Silicone is one example of variety and specialization. This material has a unique range of properties which make it an ingredient in so many things, from sun creams to sportswear, window sealants or photo-voltaic arrays. As a distributor of specialty chemicals we have the skills to partner your development work.

Industrial clients from the LifeScience, Food Ingredients, CASE (Coatings, Adhesives, Sealants, Elastomers), and Performance Products sectors trust our expertise in the field of applications technology to help them achieve successful developments in their areas of special competence.

Our focus is quality

We have one objective only: quality. It is indispensable for all factors which impact productivity, such as efficient management of the supply chain, and essential for cooperation with leading chemicals companies. Together we work on innovative products for the international market. Quality is at its most important in the service context. We know how demanding our customers are in terms of timing, documentation and feedback. And we act accordingly.

In tune with time

Our high-class portfolio of products and services is completely attuned to the needs of our suppliers and customers. Not only do we process the orders with you, but we also see ourselves, like you, as part of a permanent process of design and development. So it is also our job to help our customers implement key innovative ideas and recognize trends, thus opening up new markets.



**Good relations
know no bounds ...**

YOUR PARTNER FOR CHEMICALS, AGRO and PHARMA



What is our connection with fruit juice, effervescents, baby food and fruit drops? In addition to our trade in industrial and agro chemicals, salts and pharmaceutical raw materials as well as agents, we are one of Europe's major

suppliers of vitamin C. We can offer your business top service and are happy to give effective support in many ways, such as providing logistics, warehousing, development and financial services.

Think globally – act locally

Our market is the whole world, but that does not stop us from supplying customized products and individual services. As we have branch offices in Europe, Asia, North and Latin America, we are in a position to facilitate your access to regional markets. Wherever we are, we work to globally recognized quality standards and ensure that orders will be perfectly processed in terms of logistics and documentation in accordance with valid international law.

Close to customers and markets everywhere

Service ethic, speed and reliability are not empty promises, but how we define our daily duties. Benefit from the skills, flexibility and experience of our international team to create and maintain successful business relations - either in Hamburg or in one of the many local branch offices around the world.



**Right service,
right time, right place ...**

YOUR PARTNERS FOR MORE SERVICES



When your success is at stake, we are happy to make the same services available to you as those we use ourselves. The benefits: you work with well-established

teams and can draw on their unparalleled professional skills in the industry. Why not use the full range of services provided by our independent service units.

Biesterfeld ChemLogS GmbH

A treasure-house of skills in quality management and health & safety issues (QSHE) and professional service provider.

Biesterfeld ChemLogS has a deep fund of expertise when it comes to drafting safety data sheets or introducing and servicing management systems such as ISO or responsible care standards. Our experts will also offer advice and support to help you put legal compliance systems in place, particularly ones that ensure conformity with European law or regulations such as REACH or CLP.

BIT-SERV GmbH

This provider of a complete range of superior IT services is intimately acquainted with the demands of the chemical, agro and polymer processing industries. BIT-SERV will give you support in everything to do with IT, from applications development to computer centre operations. The focus is on advice about SAP® systems, applications development, website development and systems technology. Profit from the services of highly skilled experts and developers who will work as active partners and consultants towards the success of your business.



Achieving more as a team ...

DRIVING OUR SUCCESS



Every single employee is an important part of our company. The most outstanding aspect of how we work together is our desire to be an intercultural family. We need a wide variety of

different qualities. No single person can possess all the qualities we need, but in concert we can generate maximum power to advance our business and that of our customers.

It's the team that counts

Biesterfeld's corporate culture is characterized by internationality and diversity. Our three core values are: openness, trust, and team spirit. It is an important HR principle to preserve and develop these values, because we see every employee as an ambassador of the company. Therefore we encourage and require all our employees to display the ability to work independently and take responsibility.

Making performance possible

We know that top performances are returned wherever each individual feels personally responsible. Productivity and innovation only thrive in a motivating work environment. We take this obligation very seriously. It is important to keep a close watch on how we develop together, because our employees drive our success. And we want it to stay that way.



Biesterfeld AG
Ferdinandstraße 41
20095 Hamburg, Germany
Tel.: +49 40 32008-0
Fax: +49 40 32008-340
www.biesterfeld.com