

Manuchar

We keep your production running.
Anytime. Anywhere.



Content

OUR VALUES

Our values are the identity or the DNA of our company. They define what Manuchar really stands for. We believe that they are important for our long-term success. This means that our values should influence or even drive everything we do as a company, as a Manuchar team or as a team member. They can be defined as the attitudes and behaviors that we “value” most in our company.

- Entrepreneurship
- Teamwork
- Service Excellence
- Honesty
- Accountability
- Diversity



Scan me
to discover
our values.

About Manuchar 3

Chemical Distribution 4

International Trade Services 10

Logistics Service Provider 12

We Care 14



SALES IN OVER
140 COUNTRIES

GLOBAL ACTIVITY
75% OF THE WORLD

LOCAL PRESENCE IN
40 COUNTRIES

WAREHOUSE SPACE OF
722,000 M²

Your partner *in emerging markets.*

Manuchar is a **leading distributor of chemicals** across emerging markets and actively trades several other commodities like steel, polymers and many more. Our scale, infrastructure and expertise give you **the competitive edge you need**. Over 35 years of local presence and growth in **over 160 locations** in North and Latin America, Europe, Africa, the Middle East and Asia prove the value of our end-to-end commercial, supply chain and financing solutions.

Our unique business model is based on deep local market knowledge and a resilient global distribution and supply chain network, in line with our mission to keep your production running. *Anytime. Anywhere.*



VOLUME SOLD
4,000,000 MT



EMPLOYEES
+2800



ANNUAL TURNOVER '23
USD 2.4 BILLION



HEADQUARTERS
BELGIUM



One-stop-shop service offering *across the value chain.*

Manuchar is a recognized leader in the local distribution, international trade and logistics of chemicals in emerging markets. We serve industries such as Home & Fabric Care, Crop Nutrition, Human Nutrition, Animal Nutrition, Personal Care, Mining & Energy and other industries. Our services in Chemical Distribution cover the full value chain, from sourcing up to just-in-time delivery of goods to your factory.

At Manuchar we invest heavily in every single stage of the chemicals supply chain to ensure that every link is robust and optimal. This extends from initial enquiry, order placement, track & trace, storage, transport and delivery, right through support, compliance and regulation. We continually monitor all these processes to ensure they run smoothly and efficiently.

At the heart of our Chemical Distribution services and solutions are our local and international supply chain experts. Thanks to their vast experience and in-depth knowledge, you receive high-quality service to support your business activities.



OUR STRENGTHS

- Market leader in emerging markets
- Global network & local market knowledge
- Sustainable high-quality supply chains
- Global standards, reliability & efficiency worldwide
- Adding value in your supply chain through flexibility & excellence
- 100% compliance in emerging markets



End-to-end Services

A la carte tailored service agreements in view of your needs.

Doing business in emerging markets is easier said than done. You need the right market knowledge, commercial expertise, supply chain, and working capital. **It requires a strong and trusted partner** with a long-standing local presence.

This is where Manuchar is at its best. Manuchar helps your business commercially, logistically and in terms of managing working capital. By aggregating products and customers we optimize your entire supply chain and go-to-market strategy. Our Services in Chemical Distribution cover the full value chain, up to just-in-time delivery of goods to your factory.



Sourcing

Our sourcing experts optimize sourcing towards your specific needs and priorities.

- Access to suppliers globally through our sourcing network
- Ensure product quality, certifications & documents
- Negotiate optimal prices & conditions (leveraging our scale and global market knowledge)
- Securing back-up sourcing and supply in case of disruptions



Maritime Logistics

Optimized shipping costs and conditions for bulk, breakbulk and containers.

- Maximizing maritime shipping reliability with long-standing relationships with shipping lines
- Optimal prices and conditions given our scale and cargo-combinations
- Quality assurance through inspections at source and destination ports
- Seamless, hassle-free processing and coordination of all documents and formalities



Port Operations & Inland Transit

Efficient and reliable transportation & local logistics to our or your warehouses.

- Discharging of vessels in selected locations
- Handling of customs to ensure flow of goods
- Transport from port of arrival to strategically located warehouses



**We cover the full value chain,
from sourcing up to just-in-time
delivery of goods to your factory.**



Local Warehousing & Value-Added Services

We keep your chemicals in stock and provide Value-Added Services.

- Storing and handling of products
- Keeping local stock (including safety stock)
- Providing Value-Added Services such as mixing, blending, diluting and (re-)bagging



Scan me to
discover our
Value-Added
Services



Last Mile Logistics

We arrange the local logistics and/or just-in-time (JIT) delivery.

- Organizing and tracking last mile logistics
- Assuring just-in-time deliveries
- Ensuring high-quality and reliable transportation equipment
- Appropriate loading and unloading
- Combining with inventory management and all-in delivered cost (DDP) approach



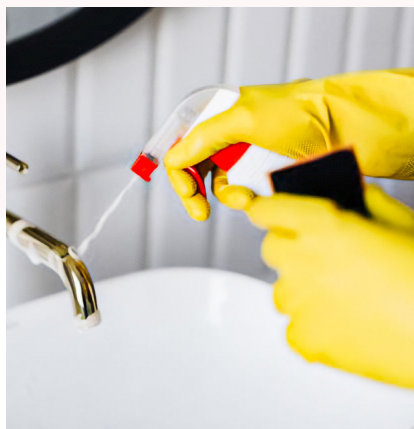
Financing, Insurance & Coordination

Carefree end-to-end coordination of activities, documents, financing and insurance.

- Our coordination experts plan and closely monitor each step, documents & requirements along the supply chain
- Immediate incident management and resolution in case of unexpected events
- Full assurance on compliance of all aspects including insurance, documentation, quality-standards,...
- Financing solutions and payment mechanisms tailored to your specific needs

Discover our solutions for *your industry.*

Manuchar is a leading distributor of chemicals across emerging markets and serves industries such as Home & Fabric Care, Crop Nutrition, Human Nutrition, Animal Nutrition, Personal Care, Mining & Energy, Pharma and other industries.



Home & Fabric Care

We offer a comprehensive range of products for Home & Fabric Care producers. This includes large inorganic bulk products like Sodium Sulphate, Soda Ash, and also solvents, surfactants, fragrances and many more.



Crop Nutrition

We offer a full portfolio of solid water-soluble fertilizers, high quality added value NPK formulas and logistics services for commodity fertilizers.



Personal Care

Personal care & beautification are inherent to our day-to-day life. We offer a broad portfolio of chemicals used in cosmetic and personal hygiene products, e.g. fragrances, deodorants and skin care.



Human Nutrition

We offer a wide range of food additives to professional customers. We offer solutions for beverages, savory and sweets. We supply antioxidants, preservatives, sweeteners, leavening agents and food phosphates.

Pharma

We offer high-quality raw material chemicals for the pharmaceutical and veterinary industries. We provide a variety of active pharmaceutical ingredients (APIs) and excipients.



Animal Nutrition

We offer solutions for premix, compound and mineral feed producers. We supply a wide range of feed products such as trace elements, amino acids, minerals and vitamins.



Mining & Energy

We supply a full portfolio of chemicals to global and local mining and energy companies in the Americas, Africa and CIS. These products are used to process gold, silver, lithium, copper, cobalt and other minerals. We also supply the energy industry with chemicals across drilling, stimulation and production.



Other Industries

We also offer a comprehensive range of chemicals to the following industries: Filtration & Water Treatment, Pulp & Paper, Glass & Ceramics, Textile, Chemical Processing, Construction and Pharma.

We also actively trade other commodities *like steel, polymers and many more.*

Manuchar sources a comprehensive range of products, all of which benefit from a unique service in the supply chain.

We deliver the materials you need at competitive pricing, quality and reliability. Our product and market experience, efficient logistics and close follow-up allow us to reduce time to shipment. Moreover we are able to add value in the form of trade financing and market knowledge.



Steel

We have steel sourcing offices in Turkey, India and China, and direct contact with steel producers across the world. This allows us to source and ship over one million MT of all types of steel per year. Customers include manufacturers in industries such as automotive, white goods, construction, and roofing.



Polymers

Our worldwide presence and vast experience in the polymers industry gives us the ability to locate the right sources and to optimize a customer's requirements in terms of specifications, quality, logistics and costs.



Cement & Cementitious materials

For over two decades Manuchar has been a premium supplier of cement and construction materials. Our customers are mainly local cement producers, large contractors, wholesalers and retailers in various parts of the world.

Pulp & Paper

We supply pulp, waste paper, paper and board to paper mills, printers, converters and merchants globally. Our products are used for printing, packaging, hygiene and specialty paper grades.



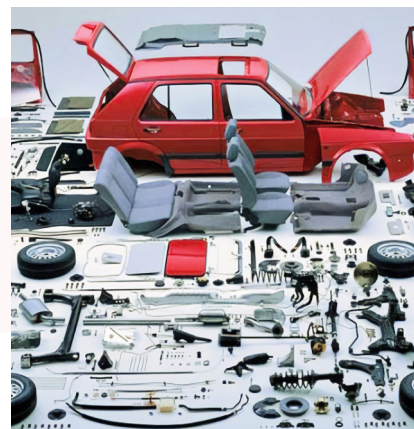
Wood

Every client has unique requirements. At Manuchar we believe in carefully selecting and grading the materials supplied in a B2B environment. With our vast experience in wood, we understand the different expectations of slicing, peeling or sawing factories. We harvest over 300,000 cubic meters of hardwood per logging season in different European countries, and export to over



Special Steel / Metals

Manuchar's subsidiary Baubur NV is specialized in the supply of special alloy steel, stainless steel, aluminium and copper products, primarily to customers in West and East Africa, South and Central America, the Caribbean and the Middle East.



Spare Parts & Mining Products

Parts Trading Company (PTC) is a dedicated business unit within the Manuchar Group operating as a one-stop-shop for mining companies and large fleet owners worldwide. We supply a wide range of genuine spare parts and products for mining and industrial applications.

Providing Logistics Services and Solutions *to a wide range of industries.*

Over the past 35 years Manuchar has established seamless and strategic end-to-end, sustainable distribution channels which are efficient, flexible and reliable. This is further enhanced by our integrated, comprehensive and diverse logistics service offering.

We offer a broad range of end-to-end Logistics Services. We discharge the vessel, we do the destuffing and stuffing of your containers, inspect your cargoes, keep your products in storage, re-bag, dispatch,... reload barges and transport cargoes to your production site. We provide these services for products (both bulk and packed) such as agricultural commodities, fertilizers, steel and other dry bulk chemicals.



Port Operations

We transport your commodities to our strategically located warehouses or to your production plant.

- Discharging of vessels in selected locations
- Destuffing of inbound & stuffing of outbound containers
- Shipment tally and weighbridge services
- Handling of customs to ensure flow of goods
- Transport from port of arrival to warehouses



Warehousing & Value-Added Services

We keep your commodities in stock and provide Value-Added Services.

- Storing and handling of your products
- Warehouse Management System (WMS): controlling and managing warehouse operations from the time your goods or materials enter our warehouses until they move out
- Providing Value-Added Services such as palletizing, barcoding, quality controls, (re-)bagging, wrapping, packing and many more



Next to a leading chemical distributor,
Manuchar is also a value-added
Logistics Service Provider.



Inland Transport

We arrange the local logistics and/or just-in-time (JIT) delivery.

- Organizing transport for delivery of your goods to your production site
- We provide container (First and Last Mile cartage/drayage), break-bulk, bulk distribution as well as line-haul transport using our own branded vehicles or outsourced transport
- Use of Transport Management System (TMS) providing visibility into our day-to-day transportation operations, trade compliance information and documentation, ensuring the timely delivery of your freight and goods



Inland Waterway Port Operations

We further optimize the supply chain through inland port operations, providing one closed chain of logistics services to meet your needs.

- Unloading and reloading bulk cargoes/loose bags from barges to trucks and vice versa
- Container stuffing with bulk cargoes and loose bags
- Warehouse rental and open yard storage
- Inland Container Depot (ICD)

Manuchar

We Care.





"Contributing to the betterment of society is part of our mission. Caring for the environment and for our local communities while upholding the highest ethical standards throughout the whole supply chain is not only an integral part of our business; it's our commitment – the promise of a brighter future for every life we touch."

Philippe Huybrechs
CEO Manuchar



Reconstructing a school in Honduras

Near our operations in Puerto Cortes, Honduras we have assisted Arturo Inocentis School with the full reconstruction of the entire school building which was destroyed by a tropical storm. The new school can accommodate 70 to 100 students.



Scan me to
watch our video

We are Committed to Care.



In a rapidly changing world, we are striving to adapt to the evolving needs of society and contribute to the overall health and wellness of our communities. We are improving our efforts to lessen our impact on the environment, nurture a workplace of diversity and inclusion, conduct responsible business practices, care for our communities, and uphold the highest ethical standards.

We believe that giving back to society is our responsibility.
At Manuchar we are Committed to Care for:



**SOCIAL
RESPONSIBILITY**



**ENVIRONMENTAL
PROTECTION**



**CORPORATE
GOVERNANCE**



**RESPONSIBLE
SOURCING**

Social Responsibility

We Care about our people and communities.

We are committed to enhance the wellbeing of our employees and local communities, and to drive an equitable and inclusive culture.



Community Empowerment

We care about the communities in which we operate. We see the results every day: community projects really do make a difference.

Early 2020, we launched **ManuCare**, our global social responsibility program where we support initiatives that improve the lives of our communities.



Scan me to read
more about
our ManuCare
program



Employee Engagement

Our employees are our most important assets, and we acknowledge their exceptional commitment and dedication. We encourage & reward our colleagues through our global **ManuChamp** program.

We also want to further boost the motivation of our employees by providing guidance in their career path & offering training opportunities.



Occupational Health

We place the highest priority on ensuring the physical and mental health of our employees. Our aim is to train, empower and protect our colleagues.

Various wellbeing initiatives are pro-actively driven across our organization. We provide education and implement workplace health promotion programs.



Diversity & Inclusion

We are committed to ensure our employees are treated with respect. We attach great value to and have respect for the diversity of our staff. We support the principles of equal opportunity and the protection of human rights.

As a group we commit to treat everyone fairly and equally and prohibit any form of discrimination.

Environmental Protection

We Care about our planet and the environment.

We are committed to protect the planet by managing energy and emissions and handling resources responsibly.



Net Zero Carbon

We recognize our responsibility to protect the environment and to reduce our carbon footprint across the organization. Our pathway to net zero carbon includes visibility, reduction and investing in the protection and regeneration of our environment.

We are committed to actively engage in partnerships to explore ways to improve environmental performance across our value chains.



Renewable Energy

As part of our business activities, we consume electricity and different types of fuel in our facilities.

We demonstrate our commitment through the initiation of renewable energy projects. These include solar photo-voltaic installations and the replacement of diesel forklifts with electric forklifts at our facilities across our organization.



Water and Natural Resources

We continuously work to minimize the environmental impacts of our business activities on soil, water and air. The reduction of plastic consumption and prevention of marine waste are important components of our environmental program.

We are committed to eliminate water pollution across all areas of the value chain, to ensure the health of aquatic ecosystems and the communities that depend on them.



Waste Management

We are committed to the sustainable and compliant management of waste.

To prevent and reduce the generation of waste, we work alongside our supply chain partners to drive circular solutions.

Our operations worldwide are committed to reducing, reusing, recycling, repairing and reselling waste before responsibly disposing it to landfill.

Corporate Governance

We Care about governance and compliance.

We are committed to always act in a fair and ethical way.

We ensure that the principles of business ethics are understood and respected.



Business Ethics

We aim to maintain and strengthen trust and transparency between our employees and business partners. Our Code of Conduct describes the principles that govern behavior when in the workplace or when representing Manuchar.

We commit to provide guidance to our employees on how to create an ethical working environment and when to speak up.



Risk Management

We ensure that potential risks are understood, managed and – when appropriate – communicated.

We apply an integrated risk management approach to improve our decision making and performance in general.

We provide guidance in the form of policies, procedures and guides on the management of risks that potentially have a large negative impact on stakeholders or the environment.



Business Continuity

We take a proactive approach to the actions necessary for dealing with emergency situations and aftermath of these events.

We ensure mitigation actions are taken to secure the continuity of our supply chain.

All our sites are required to have an effective crisis management and business continuity plan in place.



CYBER SECURITY RATING

780

Manuchar adopted the Bitsight® cyber security rating standard.

Information Security

We continuously improve our systems to deal with the ever-increasing threat of cybercrime and information security risks.

We are committed to securing our sensitive data and information, data sources and information systems, as well as the private information we hold relating to other parties. We implement controls to prevent loss, improper disclosure, or misuse of this data.

Responsible Sourcing

We Care about a sustainable value chain.

We are committed to actively source and procure products and services for our operations in an ethical, sustainable and socially responsible way.



Supplier Selection & Evaluation

We expect our business partners to conduct themselves in a way that is consistent with our values.

When selecting our supplier base, we consider their performance in regard to health & safety, the environment, ethics, social standards and fair business practices. This allows us to rule out any conflicts with our internal policies and procedures and the applicable regulatory requirements such as fair business practices and sanctions.



Supplier Engagement

Active supplier communication and engagement is an essential element of our sustainability strategy and is key to sourcing responsibly.

Our supplier engagement process includes traceability; risk assessment; and implementing interventions with suppliers, building wider credibility through transparency and a grievance mechanism.

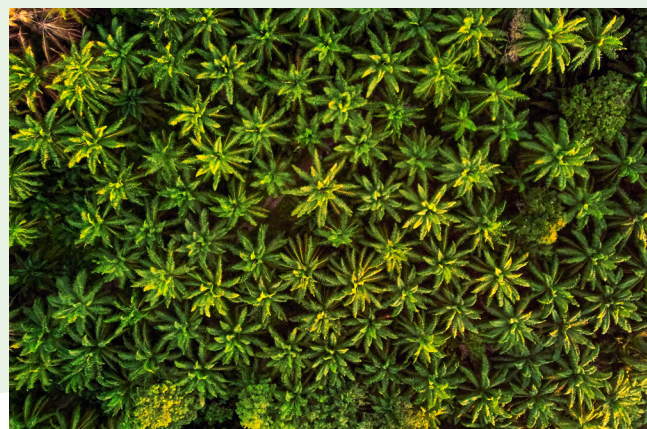
We are working closely with our suppliers to reduce the greenhouse gas emissions along our value chain.



Product Quality & Safety

We provide safe, high quality products by striving to enhance systems for product quality assurance and safety, and disclose appropriate information.

We supply product safety information in accordance with the characteristics of the product and the regulations of the country of destination. In addition to this, we also provide a 24/7 emergency contact service in case of an accident or incident related to the chemicals we sell.



Sustainable Products & Services

We conscientiously source the products & services for our operations, with a special focus on ethically sensitive raw materials like palm oil and forest products.

Through our commitments, among others, to the Roundtable on Sustainable Palm Oil, we strive to drive sustainability performance in our supply chains and to promote transparency and solidarity.



Manuchar NV (HQ)

Rietschoorvelden 20 - 2170 Antwerp - Belgium

+32 3 640 93 02 - contact@manuchar.com

www.manuchar.com

