



EOC Group



“An international partner... with the flexibility of a family business.”

Five divisions, with production units in Europe and Asia - yet with the flexibility of a medium-sized family business, staffed by passionate and enthusiastic people. Therein lies the secret behind the strength of the EOC Group.



Storage tanks on the Belgian site



Raw materials production under own management



Passionate and enthusiastic employees

> History

EOC started life as a producer of foam rubber for the mattress and furniture sectors.

However, with rubber about to make way for foamed polyethylene, the group shifted its core activity to compounds for the carpet industry. And with this its continued expansion was assured.

After steady growth it was decided that EOC should produce various raw materials under its own management.

This decision led to the EOC of today, with its five divisions: Compounds, Latex, Emulsions, Adhesives and Surfactants.

> Environmentally friendly innovation

As a medium-sized supplier, EOC is ideally placed to make products with unusual specifications. The underlying theme of the EOC story has been one of satisfying the constant demand for innovation and environmentally friendly production methods. New developments are put to the test immediately, so customers can decide for themselves if a new product satisfies their requirements.

EOC's employees consider the environment at every step of the production process. This ecological outlook has its

rewards for customers too: all EOC-produced chemical compounds satisfy the strictest environmental standards.



As a medium-sized supplier, EOC is ideally placed to make products to specification.



EOC headquarters in Oudenaarde





“As a top producer,
we give you the
red-carpet treatment”

Compounds

The EOC Group is one of the very top European producers of latex-based compounds for the carpet industry, supplying textile latex as well as compounds.

> Improvement of the end product

EOC's latex compounds are used in the binding and gluing of pile material. They are also a means of improving cut resistance. High-quality compounds like these ensure the optimal quality of the end product

(for example: latex foam). For many years, EOC's main buyers were the carpet and textile industries, but, gradually, suppliers from the automotive and transport sectors (rail and aviation) have come to use latex compounds in significant volumes, mostly for fire-retardant and smoke-resistant

linings. One of the more recent applications is artificial turf, with the opportunities it presents of a large and wide open market.

> Tailor made

EOC produces most of its raw materials itself: chalk, soap, dispersions, etc. This 'vertical integration' allows EOC to develop tailor made 'specialties' to size. All these new products pass through the strictest quality controls, so the customer can always be sure of a high-quality product. Personal service is another prime consideration when supplying products. EOC is used to large volumes of up to 25 tons, but will equally supply in 100 kg packages. EOC's production units and storage facilities guarantee timely deliveries around the globe.

“From us...
On paper straight away.”



From latices for the paper industry ...



... to everyday applications

Latex

The EOC Group has grown into a reliable partner for companies in the world of paper and cardboard industry. EOC constantly strives, in its work for various multinationals, for latices that improve the quality of paper and cardboard.

> **Pragmatic approach**

EOC develops a wide variety of latices for the entire range of the paper market. For this market, offset quality is of particular importance. EOC makes latices for, among others, quality wood-based and woodless paper, 'art paper', packaging, LWC and label paper. These latices end up in all kinds of products:

from glossy papers for advertising and publicity, magazines and artwork to the label on a world-famous Belgian beer bottle. Alongside compounds, EOC also produces latices for the carpet industry.

With a view to stability and innovation, EOC also develops long-term relations with its customers. These form the basis for a working relation-

ship in which we take a practical approach to challenges. If we can't offer a customer a ready made solution, the departmental R&D team will draw up latices to specification.

> **Nonwovens: everyday life**

EOC's nonwoven latices are used in applications for everyday life, including filters, insoles for shoes, nappies, shelves and car seats. This enormous range of applications is made possible by the huge variety of nonwoven latices. And these latices are in turn made from a wide range of raw materials.





“We create solutions to seal things up for our customers.”



Cold seals for flexible packaging

Adhesives

Industrial adhesives are used by about 80% of the branches of industry. In its pursuit of even better results and returns for customers, the EOC Group is working systematically towards refining quality and expanding its range.

> Solid or liquid?

One type of glue is never enough to guarantee the perfect fit.

So EOC has moved into three types of glue: water-based cold glues, hot melts and cold seals. Which suits your company best? Talk to the EOC specialists and decide on the basis of the requirements that

are important for you.

EOC's industrial adhesives are used for a very wide variety of applications. The water-based cold glues are used mostly in the paper and cardboard industry: production of cardboard tubes, lamination of corrugated and plain, folding cardboard and box seals. And there are other industrial

uses of water-based cold glues: insulation and wood are just two of them. Hot melts are used, among others, in the following industries: packaging, hygiene, printing and graphics, construction, textiles, labelling and tapes. Cold seals are used, for example, to seal flexible packaging.

> Care for the environment

EOC is environmentally conscious. The entire range of cold glues is water-based. The hot melts and cold seals are also only made from environmentally friendly products.

“We take personal care seriously.”



Main ingredient for cosmetics

Surfactants

The main activity of the EOC Group's Surfactants division is to produce high-quality mild surface-active substances for the cosmetics and detergents industries. These products are the basic ingredients for foaming cosmetics (shampoos, shower gels) and liquid detergents (washing-up liquids).

> **Close cooperation with customers**

Eight years after it came into being, in 1990, the Surfactants division of EOC was already an independent public limited company, with production departments in Belgium and Portugal. Since then it has expanded with a branch in Italy and a second production department in Belgium. These entities work very closely with their customers.

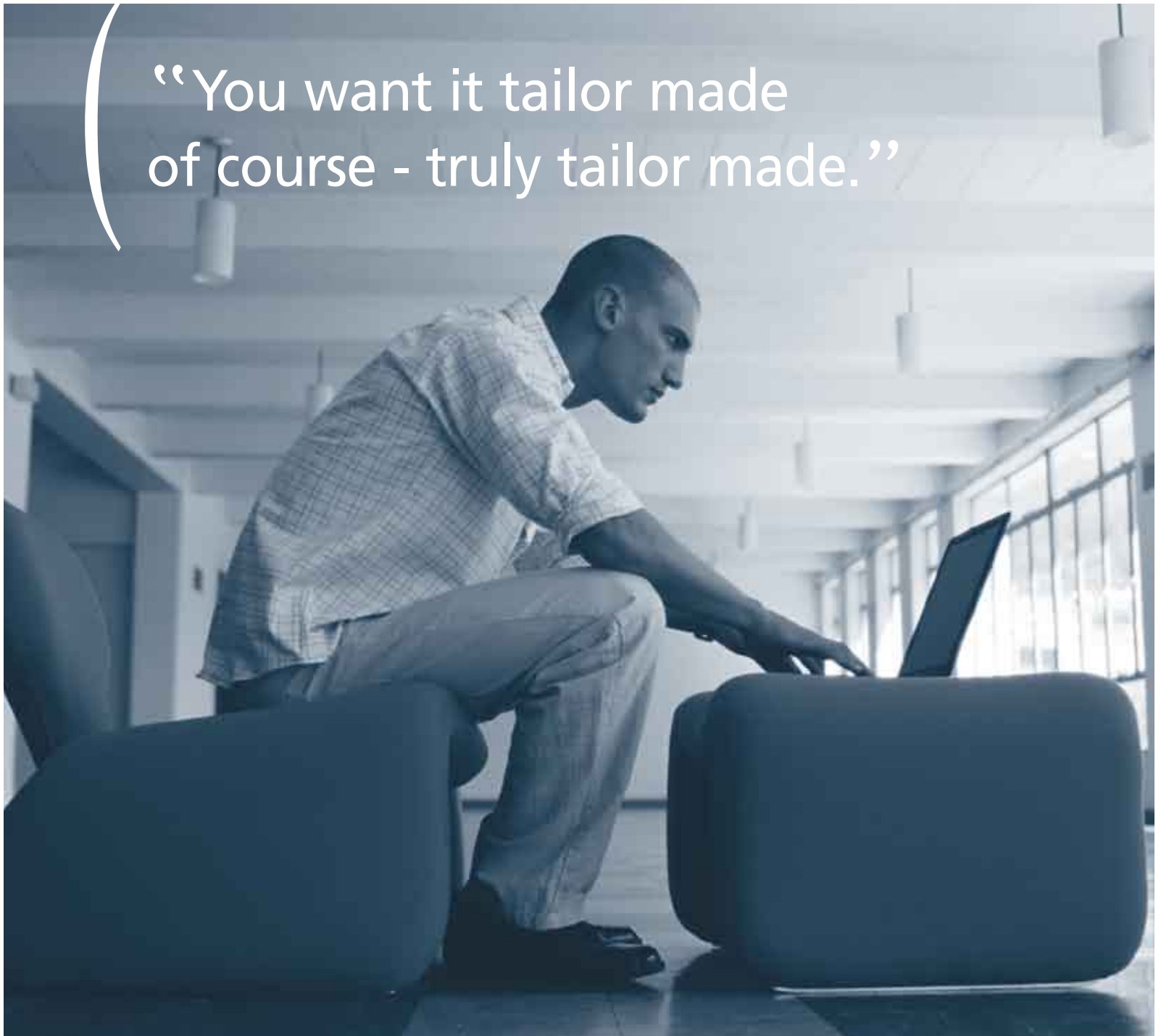
In this way EOC is able to offer optimal technical support and a fast and appropriate response to all demands from the market, in any part of the world. The engine behind this lasting growth is consistent quality and a high degree of purity. Flexible service is another strong point: as a medium-sized supplier, EOC is perfectly placed to manufacture and deliver products with special

specifications.

EOC also offers a complete range of additives for foaming cosmetics products. These ingredients are used to give a product its characteristic visual, physical or dermatological properties.



“You want it tailor made
of course - truly tailor made.”



Emulsions

The EOC Group is an innovator in the field of polymers for applications in textiles, paints and coatings, and the construction industry. And you can take the word ‘innovator’ at face value: EOC delivers solutions that are 100% tailor made. There is a reason why this division used to be called ... Tailor Made Polymers.



New combinations, new applications ...



... based on EOC's hybrid systems

> Combination is innovation

Paint is the most obvious application for EOC's water-based emulsions. But EOC is always looking for new markets. The chemists find new applications by combining chemical technologies. These in turn lead to new opportunities for our customers.

> Enter new markets with us

One striking example of new markets is polyurethane and hybrid systems: high-quality coatings that are extremely resistant to external influences. They are used mostly in interior décor (as paint), but also in plastics, table and floor

coverings, glues, and so on. Other growth markets are emulsions for inks and adhesives for tapes and labelling applications.

> Account taken of you

Naturally we take the customer's strict environmental and health requirements into account in every new development we undertake. Hence the decision to go with water-soluble instead of solvent-soluble polymers.

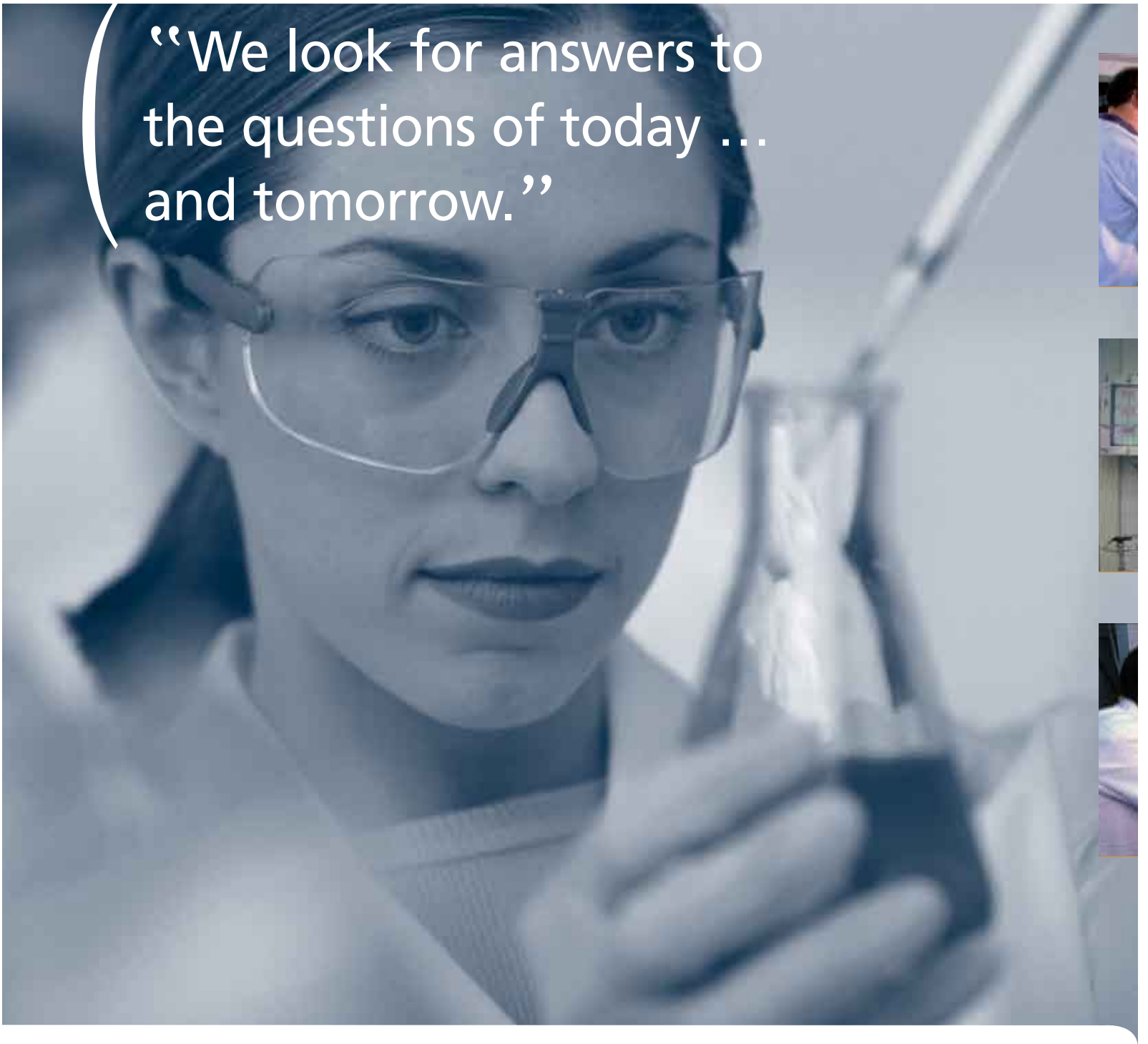
EOC is constantly on the lookout for new markets. These in turn lead to new opportunities for our customers.



High-quality coatings to protect furniture and wooden floorings



“We look for answers to the questions of today ... and tomorrow.”



Change and constant innovation are the mainstay of the EOC Group. These developments take place in consultation with the customer, creating a cast-iron basis, to develop joint projects.



R&D teams for every division



One standard for quality controls



Cross-fertilisation of ideas between divisions

> The engine behind the creative process

EOC has five divisions working on a wide variety of applications. While the first thought of the various R&D teams is for their own divisions, they don't operate in isolation. By 'peeping over the wall' to see what the other divisions are doing, we see a cross-fertilisation of ideas between the different divisions. Lateral thinking is the engine behind a creative process from which the customer emerges as the winner.

The issues of today are not the same as those of tomorrow. EOC is constantly searching for effects and materials with the potential to provide solutions for both the present and the future. EOC comes up with and implements solutions like these, and also offers technical and analytical support, to keep your production process operating efficiently.

> No products, but ...

EOC's R&D departments are at the company's headquarters in Belgium. But the members of these departments think well beyond applications for just the local or European markets.

Quality controls throughout the company are based on the standard used at the EOC

establishment in Belgium.

This means that EOC can offer the same quality around the world, and customers are provided with global solutions perfectly tailored to their own respective markets.

EOC also works closely with various innovating institutions, such as universities and research institutes.



EOC is constantly looking for effects and materials that will offer solutions for today and for tomorrow.



“Safety and the environment: those are the cornerstones for the running of our business.”



Meeting the ISO 14001:2004 standard



Every employee is made environmentally aware



Control of environmental effects

Along with quality, EOC attaches great importance to concern for the environment, health and safety, reinforcing this approach by endorsing the Responsible Care programme of the Belgian Chemical Industry Federation.



Six Sigma organises improvement programmes, involving teamwork, throughout the company.

> A safe environment

To prevent accidents and reduce the incidence of damage, injury or loss, EOC has drawn up a policy which is based on the worldwide OHSAS 18001 standard (Occupational Health and Safety Assessment Series). These health and safety objectives are achieved by:

- carrying out risk analyses;
- putting preventive measures in place;
- improving individual workers' environmental awareness;
- training internal and external staff;
- constantly evaluating and making adjustments to health and safety policy.

Thanks to these measures EOC is able to not only protect its employees and the local environment, but also to indemnify supplies of products to its customers.

> Control of environmental effects

To satisfy environmental regulations, EOC observes the ISO 14001:2004 standard. It also assesses the impact of processes, products and activities on

the environment, so that their effects can be controlled.

> Six Sigma

EOC always corrects its operations according to the Six Sigma principle: definition, quantification, analysis, improvement and audit. A steering committee organises improvement programmes, involving teamwork, across the company. This system yields solid statistical data, making clear which solutions will lead to the best results. Both for EOC and for the customer.

Not only does EOC protect its employees and the local environment, but it also indemnifies supplies of products to its customers.





“We steer your transport needs in the right direction.”

The EOC Group has its own transport business: EOC Logistics. Its large fleet of trucks ensures deliveries are made on time and in good order, in Belgium and in neighbouring countries.



Drivers trained in the principles of ISO 9001



Delivery in the Benelux countries, France and Germany



EOC is experienced in the transport of hazardous goods

> Transport over land and sea

The dispatching department at EOC ensures that every consignment is properly delivered. Every day there are 75 tankers on the roads. They deliver EOC's products "just in time" day and night in the Benelux countries, France, Germany and sometimes beyond. Normally long-distance haulage in Europe is done by road, but EOC also operates intermodal transport with established partners: an environmentally friendly solution that relieves pressure on the road network. For transport by sea, EOC operates with reliable forwarders. When samples have to be tested quickly, air transport is also used.

> In complete safety

Current legislation on safe transportation (ADR, IMDG, MP) means that more and more goods are considered to be hazardous. To steer this type of transport in the right direction, EOC's ADR-qualified workers keep these goods under constant supervision - whether they are transporting them in tankers, tanker containers, 20' FCLs, flexitank containers or in the form of mixed cargo. All of EOC's competent drivers have received training in the principles of ISO 9001. Most of them are experienced in transporting hazardous goods, and are therefore able to guarantee safe delivery of these products.

We have 75 tankers on the roads of Benelux every day. They deliver EOC's products *just in time* day and night.





“We tailor our strategy to meet your needs and requirements.”

All of our employees are highly committed to the EOC Group. It is obvious that they know their own products to the core. They are also familiar with their individual customers' line of business. They offer the know-how the customers need to make their ambitions become reality.



Direct contact with the customer



Experts who speak your language



Goal-oriented communication

> Customer care

The direct contact that takes place between EOC and its customers forms the basis for our customer care. For easy and clear-cut communication, EOC opts resolutely for a focused '1 on 2 communication'. Every customer has two exclusive contacts in the company, who work closely together: one external sales representative and one commercial assistant. These 'antennae' of the organisation receive all the signals given by individual customers and so are able to get to the core of what they are about. They pass the customer's needs to the relevant parties within our company, who then find the appropriate solutions for that customer.

> Quality thinking

EOC tailors its service to your needs and requirements. By contributing quality and effective ideas, EOC aims to find the most favourable results for you, solutions that are tailor-made for your organisation. This approach calls for a lot of flexibility on the part of EOC's workers. This is why they are equipped with the most modern means of communication, so you can appeal to them at all times. They are ready and willing to offer expert assistance.



Every customer has two exclusive contacts, who work closely together.





EOC Belgium: compounds, adhesives, emulsions, surfactants, latex, additives, polyurethane dispersions - **EOC centre** - **EOC India:** emulsions - **EOC Italy:** surfactants, adhesives, compounds, additives - **EOC Netherlands:** compounds - **EOC Poland:** distribution, adhesives - **EOC Portugal:** adhesives, surfactants, compounds - **EOC Switzerland:** compounds, adhesives - **EOC United Kingdom:** adhesives, compounds - **EOC Switzerland:** compounds, a



Dubai: distribution
Poland: hot melt adhesives,
Thailand: emulsions,
adhesives

EOC Belgium - Compound Division

Industriepark De Bruwaan 24
B-9700 Oudenaarde
Belgium
T: +32 55 33 42 11
F: +32 55 33 42 12

EOC Belgium - Latex Division I

Industriepark De Bruwaan 24
B-9700 Oudenaarde
Belgium
T: +32 55 33 42 11
F: +32 55 33 42 12

EOC Belgium - Latex Division II

Industriepark De Bruwaan 24
B-9700 Oudenaarde
Belgium
T: +32 55 33 42 11
F: +32 55 33 42 12

EOC Belgium - Emulsion Division

Industriepark De Bruwaan 24
B-9700 Oudenaarde
Belgium
T: +32 55 33 42 11
F: +32 55 33 42 12

EOC Belgium - Adhesive Division

Industriepark De Bruwaan 24
B-9700 Oudenaarde
Belgium
T: +32 55 33 42 11
F: +32 55 33 42 12

EOC Surfactants

Durmakker 35
B-9940 Evergem
Belgium
T: +32 55 33 42 11
F: +32 55 33 42 12

EOC Logistics

Industriepark De Bruwaan 18
B-9700 Oudenaarde
Belgium
T: +32 55 33 43 00
F: +32 55 33 43 02

EOC Management

Durmakker 35a
B-9940 Evergem
Belgium
T: +32 55 33 76 76
F: +32 55 33 76 77

EOC UK ltd

Tenax Road, Trafford Park
UK-M17 1JT Manchester
United Kingdom
T: +44 161 848 77 01
F: +44 161 872 60 24

EOC Sinpol Lda

R. Mestre J.A. Martinho 1
PT-7300-062 Portalegre
Portugal
T: +35 1 245 33 90 00
F: +35 1 245 36 22 75

EOC Polska Sp. z o.o.

Ul. Radomska 1A
PL - 26 670 Pionki
Poland
T: +48 48 385 24 32
F: +48 48 385 24 31

EOC Italia srl

Viale Famiglia Iona
IT-13100 Vercelli
Italy
T: +39 0161 394 695
F: +39 0161 393 907

EOC Nederland bv

Fokkerstraat 24
NL-7903 AP Hoogeveen
The Netherlands
T: +31 528 23 38 80
F: +31 528 27 51 89

EOC Tailor Made Polymers India (P)

114 Mittal Chambers
Nariman Point
IN-400 021 Bombay
India
T: +91 22 2 20 20 227
F: +91 22 2 20 24 993

EOC Einkauf AG

Alte Steinhäuserstrasse 33
CH-6330 Cham
Switzerland
T: +41 41 748 21 21
F: +41 41 748 21 22

EOC Schweiz AG

Station-West 10
CH-6023 Rothenburg
Switzerland
T: +41 41 280 87 87
F: +41 41 280 87 88

EOC Belgium – Dubai Branch

PO 261341
UAE-Jebel Ali Free Zone
United Arab Emirates
T: +9714 88 31 505
F: +9714 88 31 504

EOC Polymers Thailand Ltd.

4 Moo 8, Rayong Industrial Park
Highway 3191, tambon mab kha
King Amphur Nikompattana
TH-Rayong 21180
Thailand
T: +66 38 968 552
F: +66 38 968 555



EOC Group
www.eocgroup.com