



## **Quality Assurance Statement**

**Resinex / Ravago Distribution Center NV**

## Resinex Quality Statement

Resinex sales offices and Ravago Distribution Center NV receive many enquiries every year about our Quality Management System and these enquiries often require an immediate response.

We recognize the importance of these questionnaires for our customers and the management team responsible for quality within our organization has prepared a Quality Statement that answers the most frequently asked questions.

We assure you that quality has a high priority which is well embedded in our company culture. To us, long-term solid relationships with our customers and industrial partners provide the best measure for quality.

Supported by ISO certifications, Ravago constantly tries to raise the bar on the quality level by implementing corrective and preventive actions where needed while stringent controls carried out.

As you will read, Ravago's approach towards quality is comprehensive and systematic which enables continuous quality improvement.

We thank you in advance for your understanding and stay at your disposal for any further information at [quality@ravago.com](mailto:quality@ravago.com). We will be pleased to answer all your enquiries.

Yours sincerely,

Quality department

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## Standard Business Details

<b>Company Name:</b>	Resinex / Ravago Distribution Center NV
<b>Address of HQ:</b>	Moerenstraat 85A 2370 Arendonk
<b>Country:</b>	Belgium
<b>Tel:</b>	+32 (0) 14 67 25 11
<b>E-mail:</b>	<a href="mailto:info@ravago.com">info@ravago.com</a>
<b>Website:</b>	<a href="http://www.ravago.com">www.ravago.com</a> <a href="http://www.resinex.com">www.resinex.com</a>
<b>Nature of Business:</b>	To provide distribution services of plastics, rubber, elastomers and additives including technical support.
<b>Commercial Director:</b>	Alessio Patanè
<b>CFO:</b>	Michiel Allaerts
<b>Head of Operations:</b>	Herwig del Favero
<b>Number of employees:</b>	420
<b>Company established:</b>	1988

## List of legal entities under ISO 9001 scope

For contact information regarding a specific Resinex office, please check our website contact page <https://www.resinex.com/>

Company Name	Country
Resinex Austria	Austria
Resinex Baltics	Estonia, Latvia, Lithuania
Resinex Belgium	Belgium
Resinex Bosnia	Bosnia and Herzegovina
Resinex Bulgaria	Bulgaria
Resinex Croatia	Croatia
Resinex Czech Republic	Czech Republic & Slovakia
Resinex Denmark	Denmark
Resinex France	France
Resinex Germany GmbH	Germany
Resinex Hellas	Greece
Resinex Hungary	Hungary
Resinex Italy	Italy
Resinex Macedonia	Macedonia
Resinex Netherlands	The Netherlands
Resinex Nordic	Sweden, Finland, Norway
Resinex Poland sp zoo	Poland
Resinex Portugal	Portugal
Resinex Romania srl	Romania
Resinex Serbia	Serbia
Resinex Slovenia	Slovenia
Resinex Spain	Spain
Resinex Switzerland AG	Switzerland
Resinex UK Ltd	United Kingdom

## Ravago, a small introduction

Ravago provides a superior distribution, resale, compounding and recycling service for plastic raw materials serving sophisticated functions that improve the sustainable quality of our life.

## Ravago's journey

Raf Van Gorp founded Ravago in 1961 when he had the opportunity to buy the premises of a dynamite company in Arendonk, Belgium. This enabled him to work out the luminous idea he had: recycling production waste from the plastics producing petrochemical companies. From there, Ravago grew into a comprehensive service provider to the petrochemical industry, constantly pushing the boundaries of plastics applications and bringing the (re)use of plastics to a next level, with sustainability continuously in our mind. Over the years, the ambition of global expansion and market leadership in polymer and chemical distribution, recycling and compounding, and building materials, became a reality.

## Facts and figures

Today, the Ravago group represents over **8,800,000 metric tons of annual polymer sales** serving more than **57,000 active customers** through **325+ locations** across more than **60+ countries** worldwide.

Ravago's production competence consists of **50+ facilities** of which 24 recycling and compounding plants in North America, Europe, Asia and Africa; 20 production plants in Europe that are offering finished product solutions for the building sector and 8 plants and 9 application laboratories for our Chemicals & Life Ingredients business.

This all would not have been possible without the help of our **10,000 employees**.



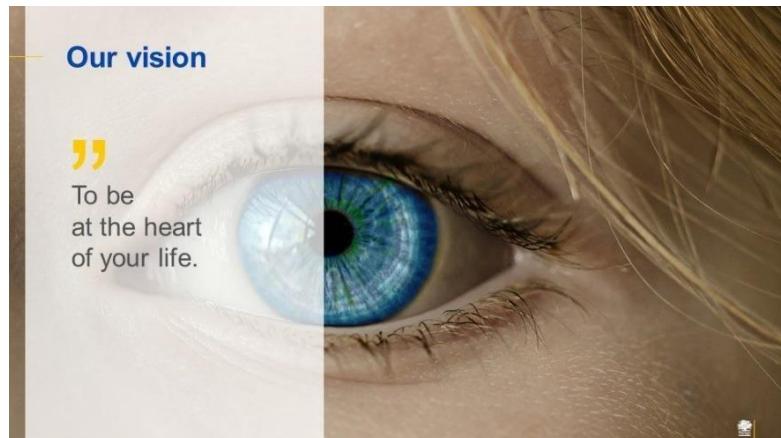
## Vision

Many products in our day-to-day surroundings that improve our quality of life are made possible thanks to the materials and services that Ravago provides.

Ravago will therefore invest in and develop businesses that have a noticeable presence in, and a positive impact on as many people as possible.

We constantly aspire to have a positive impact at every stage of people's lives.

**That is why our vision is 'to be at the heart of your life'.**



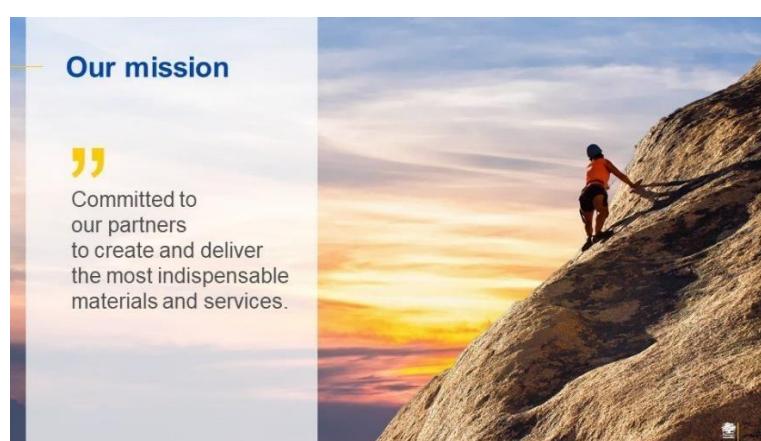
## Mission

In each role in the company, we put our partners first, as we believe they are key in what we do. We are a one stop shop for our partner's needs.

We offer a broad range of materials and a state-of-the-art infrastructure for distribution through efficient supply chain, technical expertise and financial support.

**Our mission truly is to be 'committed to our partners to create and deliver the most indispensable materials and services'.**

We also commit to invest in our people and create a safe and inspiring professional environment where they can thrive by growing, feeling good and by learning.



## Values

During its evolution, Ravago has always put relentless emphasis on its values:

- Human focus**
- Professionalism**
- Entrepreneurship**
- Humility**

These are not just buzzwords, but the company's core principles that define who we are, what we stand for, and how we want to be perceived.

For us, staying loyal to who we are is crucial. Not only because this was Raf Van Gorp's vision for the company, but because it has proven to be the foundation of Ravago's success, and because it will define our future.



## Resinex

Resinex is a PAN-European distribution company with a leading position in the plastics and rubbers distribution market in the whole of Europe and Turkey.

### Our Mission & Vision

We provide **easy access** to top expertise, service and materials for customers' manufacturing needs.

As a responsible business partner, we are committed to **transforming** the plastic and rubber raw material buying experience.

Our **people**, portfolio, and platform ensure reliable and seamless customer solutions.

### Reliability of high-quality in-time deliveries

- Centralized warehousing and purchasing from our pan European suppliers.
- Local warehousing and storage with fast delivery service with the most cost-effective deliveries from 25 kg up to full truckloads.
- Continuity of supply via contracted supply partnerships with the best in class suppliers.

### High quality of materials

- A broad portfolio of branded and industrial quality recycled materials ranging from commodities (PP, PE, PS, PVC) to engineering thermoplastics (PA, ABS, PC, POM) to specialty materials (TPE, PPS, LCP, PA46, PA12, PEI) and a full range of synthetic and natural rubbers.
- Multi-level quality control in proprietary Ravago manufacturing plants.

### Guarantee in serving customer needs

Local sales offices with passionate and professional staff for our customers.

Technical support and development including processing optimization advice, polymer selection, tailor made compounds and mold flow support.

Material development according to the customer and application's specific requirements to ensure optimal characteristics and costs.

Our digital platform facilitates the process for our customers to receive information, such as order status, documents, etc. This means that our customers can access their information 24/7!

Over the years, we have been very successful in growing the company. We decided to merge all initiatives working on process improvements, ways of working, how to set-up our distribution network and IT solutions under one governance.

## Resinex History

Originally founded in 1988 to distribute the polypropylene plastics for Shell in Belgium, Resinex quickly grew by adding new customers and broadening its supplier base.

Over the years, a comprehensive sales, logistics and purchasing structure has been set up, to distribute branded raw materials in partnership with the world's leading petrochemical companies.

By taking over companies with market experience and starting up companies with enthusiastic, dynamic and technical people we succeeded in growing our company with the needs of the customer and the supplier in mind.

## Geography today

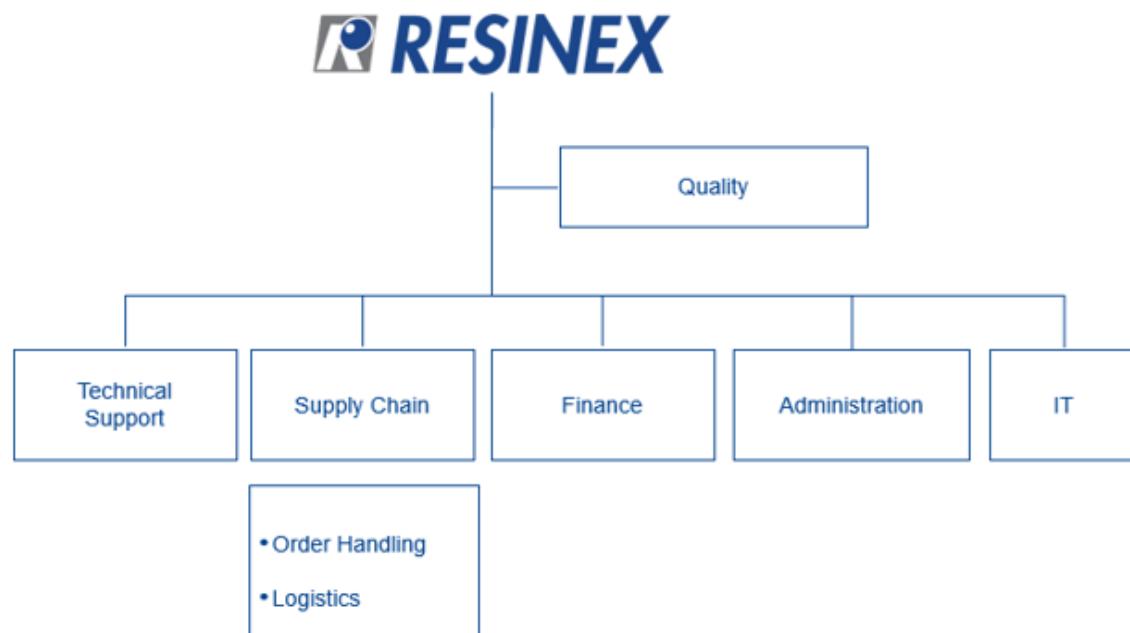
- Offices and warehouses in most countries in Western Europe, East-Central Europe and Turkey.
- Supplier contracts covering distribution in larger, preferably PAN-European geographical areas.
- European Product Managers, responsible for suppliers, stocks, product portfolios, business development throughout Europe.
- European Technical Service Team, specialized in specific products, processing methods and markets.
- Product specialists.
- Uniform service across Europe.
- Full service to cross border accounts.



## Markets Resinex Serve

- Automotive
- Building & Construction
- Compounding
- Consumer Goods
- Electrical & Electronics
- Flexible Packaging
- Industrial
- Mass Transportation
- Medical and Healthcare
- Rigid Packaging
- Wire & Cable

## Shared services



## Quality & Safety

Quality is a topic that is often taken for granted, but at Ravago, nothing goes unchallenged. Quality has a high priority which is well embedded in our company culture. To us, long-term solid relationships with our customers and industrial partners provide the best measure for quality. Supported by ISO certifications, Ravago constantly tries to raise the bar on the quality level by implementing corrective and preventive actions where needed while stringent controls are carried out. As part of our quality focus, we have developed our Quality Management System in line with the latest ISO 9001 standards and have implemented it at the majority of sales offices, warehouses and production plants. This ensures that our approach towards quality is comprehensive and systematic which enables continuous quality improvement.

## Sustainability is the name of our game

Plastics contribute directly or indirectly to a more sustainable world. Plastics allow for lightweight transportation, thus reducing transportation costs while preventing emissions of millions of tons of CO2 greenhouse gas. Plastic packaging protects a wide variety of goods from being damaged and extends the shelf life of food by retarding spoilage, with this becoming more and more important given the increasing number of mouths to feed around the globe. At the same time, plastics production processes are highly efficient, reducing the amount of production waste and resource consumption to an absolute minimum. Furthermore, plastics enable the production of renewable energy. They are for instance used as components in solar panels and wind turbine blades.

As an internationally active company, we are fully aware of our responsibilities and we will, as we have always done, actively contribute to increased recycling rates by continuously increasing our capacity and investing in emerging recycling technologies.

A materiality assessment enabled us to define our view on sustainability in 3 pillars: Sustainable Solutions, Responsible Operations, and Empowered People. Together, we make an impact through these 3 pillars.

For more information, don't hesitate to go on our website <https://www.ravago.com/sustainability> and <https://resinex.com/>

## Quality objectives

The Quality Objectives are set by the Management Team in agreement with the Quality Department. The Quality Objectives fit in with the general Business Objectives, which are also set or reviewed on a yearly basis.

The quality objectives are part of following scope :

1. **Service improvement**
2. **Cost reduction**
3. **Training of people**
4. **Process optimization**
5. **Image improvement & communication**

## Service requirements

The organization has determined the following product requirements as appropriate and aims to deliver these requirements according to customers' specifications :

1. Supplying the correct product specification (grade & color)
2. Supplying the correct quantity
3. Supplying product in correct packaging
4. Ensuring all orders are accompanied with the correct documentation
5. Ensuring material is dry upon delivery to the customer
6. Providing products at the correct price
7. Ensuring orders are delivered at the correct time & date
8. Ensuring orders are delivered to the correct address
9. Ensuring customer specific requirements are met
10. Providing technical support

## Customer focus

Ravago Distribution strives to provide services to meet customer and partner requirements. To increase understanding of the priorities, needs and expectations of our customers and establish plans and activities to meet those needs, we have implemented a Customer Relationship Management process. This process includes maintaining ongoing and constructive dialogue with customers.

The measurement of Customer Satisfaction is accomplished through a formal, periodic assessment of customer's perceptions of the services provided.

References for customer satisfaction are the following documents:

- The ratings from the customers itself
- Customer complaints
- Sales visits on the CRM database
- Yearly customer satisfaction survey

## Continuous improvement

The Quality department measures Ravago Distribution' performance and Resinex entities versus the Quality objectives by analyzing the performance data in the ERP system and setting up a comprehensive dashboard.

We have set up a CAPA (Corrective Actions & Preventive Actions) process with following objectives:

- To achieve continuous improvement by utilizing the PDCA (Plan – Do – Check – Act) approach.
- To determine actions needed to eliminate the causes of non-conformities.
- To analyze a non-conformity in the process based on historical information and then implement actions to prevent the problem from reoccurring.
- To improve the effectiveness and the efficiency of the system at any levels.

## Customer property

Under customer property we can understand formulas for certain product grades, specific raw material or confidential information.

Customer property is cared for, identified, verified, protected and safeguarded using the stock damages, stock corrections and goods issue processes.

## Preservation of Product

The condition of all our products is well-maintained by using the correct storage conditions. Product conformity is preserved during internal processing, warehousing and delivery using the Stock Damages, Stock Corrections and Goods Issue procedures.

## Identification and Traceability

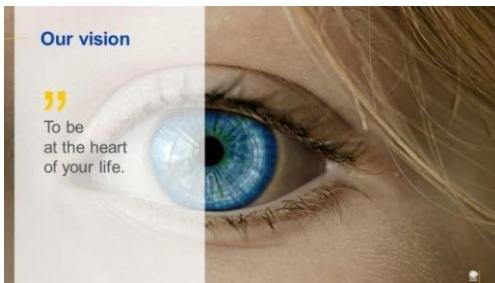
As distributor, product is identified via producer lot number traceability, grade and color code throughout product realization, and this unique code is controlled and recorded in our ERP through all the processes. In addition of that, our main suppliers are able to give their internal traceability tests. Traceability tests can be provided under request.

## Frequently Asked Questions

	Yes	No	By our suppliers
Did your company obtain ISO 9001?	x		
Does your company intend to obtain ISO 14001 in the near future?		x	
Did Ravago Group obtain Ecovadis ?	x		
Is there a chart showing the organization?	x		
Do you have a formal Quality Manual?		x	
Are procedures available defining functions from receipt of order to dispatch of product?	x		
Is there a system for ensuring use and control of latest issue specifications?	x		
Are suppliers and sub-contractors assessed for quality capability?	x		

Are written process instructions available at workstations?	x		
Is work subject to audit and inspection other than by the operator?	x		
Are records maintained and stored to prevent damage, deterioration and ensure easy retrieval?	x		
Does your company have an environmental policy?	x		
Is there any part of your service which is sub-contracted?	x		
Will you supply certificates of analysis or a Certificate of Conformity if required?	x		
Would you be prepared to receive a visit from our Quality Assurance representative and provide access to your quality Assurance System?		x	
Would you allow our customers access to your facilities?	x		
Are materials/items fully traceable?	x		
An inspection/test plan is developed for each product			x
A containment procedure is in place and sources of contamination are identified and controlled to prevent contamination			x
Incoming material inspection and testing			x
Do you have a pest control system implemented ?	x		
Technical information, food approvals, heavy metals , REACH... available ?			x
Are you applying special conditions in case of Force Majeure Plan?	x		x
Is Resinex part of the Operation Clean Sweep (OCS) program?	x		
Effectiveness of trainings is measured and documented ?	x		
Does your company comply with the GDPR regulation ?	x		

## Quality Policy



### Scope

This Quality Policy applies to all Resinex entities and Ravago Distribution Center NV.

### Policy

- Customer satisfaction is fundamental to our success. We are committed to continuously improving our customer service and building long-term, trusted relationships with customers and business partners, supporting sustainable and profitable growth.
- We consider the needs and expectations of relevant interested parties, including customers, employees, suppliers, shareholders and regulatory bodies, and take into account internal and external factors that may impact the achievement of our quality objectives.
- Through efficient, compliant, process-based and resilient operations, we aim to optimize costs, increase operational efficiency and maintain effective relationships with suppliers. We manage risks and opportunities related to our operations and supply chain, ensuring compliance with all applicable legal, regulatory and industry requirements.
- Quality Objectives are derived from the overall commercial and service objectives of the business, are monitored through measurable KPIs, and are established annually, reviewed regularly and adapted to reflect changes in the business context, customer needs and market conditions. We are committed to continually improving the effectiveness of our Quality Management System.
- We invest in our people and strive to create a safe, inspiring and professional working environment where employees can grow, learn and thrive. We promote an ethical, respectful and inclusive culture, supporting well-being, collaboration and diversity, and encouraging everyone to contribute to quality and long-term success.
- All employees are responsible for understanding and applying this Quality Policy. The policy is communicated, made available throughout the organization and periodically reviewed to ensure its continued suitability and alignment with the business strategy and context.

## Ravago Group

Resinex and Ravago Distribution Center NV are subsidiaries of the Ravago Group, the number one global service provider to the plastics and rubber industry.

Resinex group is certified in compliance with the ISO 9001, and our main central warehouse is, additionally, certified with ISO 14001 certificate.

Moreover, multiple entities of the Ravago Group are certified in compliance with the ISO 9001, ISO 14001, ISO 50001, ISO 27001 or IATF Standards.

## Current certifications

Following Resinex companies are under multisite certificate since 2019, working on a global Quality Management System

Certificate BE22/00000148

The management system of

### Ravago Distribution Center NV

Moerenstraat 85a, 2370 Arendonk, Belgium

has been assessed and certified as meeting the requirements of  
**ISO 9001:2015**

For the following activities  
Ravago Distribution Center NV  
Distribution and logistics of plastics, rubbers and chemicals.

Resinex Group  
To provide distribution services of plastics, rubber, elastomers and additives including technical support.



This certificate is valid from 18 November 2025 until 09 October 2028 and remains valid subject to satisfactory surveillance audits.

Issue 3. Certified since 10 October 2013

Certified activities performed by additional sites are listed on subsequent pages.



Authorised by  
Pieter Weterings  
Certification Manager

SGS BELGIUM NV  
SGS House Noorderlaan 87 2030 Antwerp Belgium  
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**Ravago Distribution Center NV****ISO 9001:2015**

Issue 3

**Sites**

Ravago Distribution Center NV  
Moerenstraat 85a, 2370 Arendonk, Belgium

Resinex Austria GmbH  
Lerchenstraße 9, Allhaming, 4511, Austria

UAB Resinex Baltics  
Ozo g. 12A-1, Vilnius, 08200, Lithuania

Resinex Belgium NV  
Moerenstraat 85A, 2370 Arendonk, Belgium

Resinex Bosnia d.o.o.  
Trg Jevrejskih stradanja bb, Gradiska, 78400, Bosnia And Herzegovina

Resinex Bulgaria Ltd.  
12 Obelsko Shosse Str., Sofia, 1360, Bulgaria

Resinex Croatia d.o.o.  
Kreše Golika 5, Zagreb, 10090, Croatia

Resinex Czech Republic s.r.o.  
Údolní 212/1, Praha 4 - Braník, 147 00, Czech Republic

Resinex Danmark A/S  
Kirke Værloesevej 38, 1#4, Værloese, 3500, Denmark

Resinex France SAS  
Z.I. Pré Luquain – 2 Impasse Fornay – 01460 Montréal La Cluse, France



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Certificate BE22/00000148, continued

**Ravago Distribution Center NV****ISO 9001:2015**

Issue 3

**Sites**

Resinex Germany GmbH  
Gernsheimer Strasse 1, 64673 Zwingenberg, Germany

Resinex Hellas SA  
115 Neratziotissi str, 15124 Marousi, Greece

Resinex Hungary KFT  
Hengermalom utca 47/A, Budapest, 1117, Hungary

Resinex Italy Srl  
Via Baraccone 5, Mornico Al Serio (BG), 24050, Italy

Resinex Macedonia  
Str. 1616 no. 54-6, Skopje, 1000, Macedonia

Resinex Netherlands BV  
Leeuwenbrug 105B, Deventer, 7411TH, The Netherlands

Resinex Poland Sp. z o.o.  
Ul. Powązkowska 44 C, 01-797 Warszawa, Poland

Resinex Portugal, Unipessoal LDA.  
Avenida da Liberdade 815, 1º, Braga, 4710-251, Portugal

Resinex Romania S.R.L.  
Str. Capitan Vijelie, nr.4, parter - Sector 5, Bucuresti, 050672, Romania

Resinex Slovenia d.o.o.  
Vojkov Drevored 14, Ilirska Bistrica, 6250, Slovenia



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**Ravago Distribution Center NV****ISO 9001:2015**

Issue 3

**Sites**

Resinex Srbija d.o.o.

Cara Dusana 205a, 11080 Zemun-Beograd, Serbia

Resinex Spain SL

Ctra. Alcover s/n, Vilallonga del Camp, 43141, Spain

Resinex Nordic AB

Kallebacksvägen 8, 555 93 Jönköping, Sweden

Resinex Switzerland AG

Kantonsstrasse 14, Freienbach, 8807, Switzerland

Resinex UK Ltd.

11 The Valley Centre, Gordon Road, High Wycombe, HP13 6EQ, United Kingdom



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