



ARMAPET SERVICE CHARTER

OUR CUSTOMERS EXPECT THE BEST. WE WORK HARD TO GO BEYOND THAT AND EXCEED THEIR EXPECTATIONS

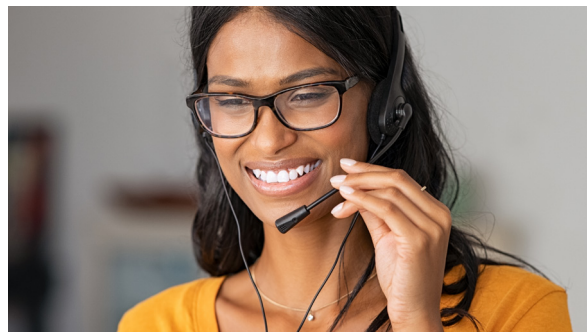
At Armacell, we want to create a unique customer experience.

We understand the challenges of today's world and support you in the successful delivery of your projects. From planning to delivery, our 360° service supports you throughout the entire process.



SERVICE AND TECHNICAL INFORMATION AVAILABLE 24/7

At Armacell, we do everything we can to ensure your project runs smoothly. This is why the information about the Armacell services you benefit from, together with technical information such as technical datasheets, safety datasheets, material insights and white papers are available 24/7 from Armacell.com website.



DEDICATED LOCAL CONTACTS

We aim to create open lines of communication with our customers. From on-site trainings and webinars by our Armacell technical experts advising on project planning and safety instructions to our local dedicated sales and customer services, your local Armacell dedicated team is working in partnership with you to achieve more together. For each region, our “one email” address to reach our Customer Service Team ensures smooth processes.



GLOBAL TECHNICAL SUPPORT

Technical development is at the heart of what we do. Our Technical Service is globally present and available for support. We can answer specific questions regarding our materials, offer our view in choosing a grade and density or support you on development of your application in accordance with your specifications. Each region has a dedicated technical support service to be contacted via “one email” address to ensure fast handling.



WE ATTACH GREAT IMPORTANCE TO QUALITY AND SUSTAINABILITY OF OUR SERVICE

Our logistics include:

STANDARD SERVICES

- Trucks and containers loadings
- Express, road, sea and air freight shipments
- Partial and full truck/container loads
- In-house export customs clearance for shipments outside EU

EXTRA SERVICES

- Meeting of specific delivery requirements (tailor-made delivery) for complex delivery places
- Booking a delivery time slot via your system
- Forwarders' handling equipment available for unloading on request
- Dangerous goods shipment handling for road, sea and air freight

SUSTAINABILITY

- // Our freight forwarders are **Lean & Green**
- // Our shipping conditions request our road freight partners to drive with the latest EURO6 European pollution standard
- // We tend to use as much sustainable freight options as possible (express, road, air and sea) opting for HVO fuel or other offset options
- // Pallet return service: we collect your empty pallets back along with a delivery

SERVICE QUALITY

- // Customs compliance (3 authorisations)
- // Loading and unloading place
- // Agreed exporter (=REX)
- // Authorised exporter
- // For more flexibility and reliability, 60% of our road freight partners are long term and local
- // Customer logistic form to ensure a smooth delivery
- // Proactive communication on main closures

PACKAGING

- // Corner protection
- // Reinforced cardboard with extra layer
- // Strapping
- // Specific customers' labels for transport instructions
- // Doubled stretching

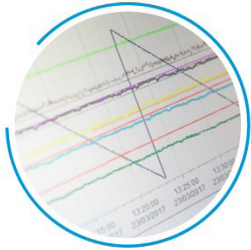




Complete monitoring for 100% reliability

RAW MATERIAL INSPECTION

IR Scan for purity measurement, material reactivity measurement.



100% INLINE DENSITY CONTROL

during extrusion.

100% INLINE THICKNESS CONTROL

during slicing step. Inspection of mechanical properties according to control plan.



UNIQUE BARCODE PER BOARD

ensures 100% traceability of raw materials used and extruder settings.



EVERY BOARD IS DIGITALISED

Visual inspection of boards and packaging. Samples storage of minimum 24 month.



ISO 9001-2015

Certified since 2006 to improve performance and customer satisfaction. It aims to ensure efficient process management and continuous improvement.



ISO 45001-2018

Certified since 2018 to establish the requirements for an occupational health and safety (OHS) management system. Its objective is to prevent accidents, protect the health of workers and improve working conditions.

TECHNICAL SUPPORT



Global presence, local support

- // Dedicated application engineer available for each region
- // Indicative design support for sandwich structures
- // On site support available (at a cost), e.g. for thermoforming or infusion training
- // Extensive materials database used for assisting in selecting the correct grade and density for your application
- // Knowledge in optimising the converting needed for your application and production process
- // Testing of core materials according to your requirements, e.g. compression, tensile, shear, resin uptake and water uptake
- // Testing of sandwich structure e.g., 4-point bending, peel strength, impact and fatigue

SUSTAINABILITY



- Using rPET: CO₂ eq / kg reduced by more than 60%
- Doubled installation of solar panels on Thimister site
- Optimising the already well in place post industrial waste regeneration in all plants: 100% of internal foam waste is looped into production
- Closing the loop: programme to support our customer waste reprocessing when it is environmentally positive to do
- Environmental days to expand awareness of employees towards sustainability
- Installation of new Energy Monitoring as next step to further optimise energy usage
- Packaging optimisation and use of packaging with recycled content (pallets, cardboard)
- Usage of non-halogenated additive and blowing agents for our foams
- Products EPDs to improve transparency of products environmental impact

EMERALD PROGRAMME



As a much-valued PET foams customer, you are very welcome to be a part of it. We have created this programme to say thank you to our amazing customers, like you! It gives you some reward for being a loyal customer, and will support you further throughout your growth story when you use our innovative, eco-friendly PET foam product solutions.

The Emerald Programme offers four levels of participation based on the total number of points earned in a calendar year. Each level has its own unique rewards, such as participation in exclusive webinars, technical training sessions, pre-insights into new product developments or rebates on freight costs.



MEMBER



EXPLORER



GUIDE



AMBASSADOR

WAM PROGRAMME



To be the global leader in providing innovative, technical insulation solutions and components to conserve energy

At Armacell, we strive to become better every day. To ensure continuous, structured improvement that can be assessed objectively, our company-specific “World Class Armacell Mindset” programme – WAM – is of crucial importance for all of our business processes worldwide, and has been since its launch in 2013.

It’s based on “World Class Manufacturing” (WCM), a collection of concepts that sets standards for manufacturing and operation.

But WAM goes even further: By continuously and systematically optimising structures and processes in all areas of our company, the highest possible quality standards are achieved.



armacell[®]

DRIVING ENERGY EFFICIENCY