



Answering Your Questions.

Facts about us:

- Founded 1918
- More than 31 years of chemical management services experience
- Listed NYSE
- Net Sales \$683.2 million in 2011
- 2011 Chemical Purchases \$98 million
- 1,643 Associates
- 190 Global CMS Associates
- \$18.8 million investment in R&D in 2011
- Global organization focused 100% on process fluids and services with local support

What businesses are we in?

We are a global provider of process chemical specialties, services and technical expertise to a wide range of industries:

- Metal Components
- Powertrain: Engine & Transmission
- Steel Manufacturing
- Tube and Pipe
- Vehicle Body Structures

What programs do we offer you?

Quaker offers four levels of integration in the management of on-site process fluids, lubricants and coatings:

- Chemical Procurement and Supply
- Chemical Systems Process Management
- Reporting: Usage, Financial, Environmental, Health & Safety
- System and Process Optimization:
Reducing the consumption of chemicals

What services do we offer you?

Quaker bears a number of specific types of services to create and integrate your QCMSSM program. Here are profiles of seven such services that demonstrate our expertise and capability.

- Chemical Systems Management
- Consolidation of Chemical Products and Supply Base
- Project Management: Construction & Design
Manufacturing Facilities / Chemical Related Processes
- Reducing the consumption of chemicals and related waste



Why do our customers prefer Quaker?

QCMSSM programs are focused on continuous improvement of your metalworking, steel and related processes. We use our extensive industry knowledge and process expertise to identify areas where a change in fluid could reduce your overall cost. We have a systematic approach to controlling and improving manufacturing processes to deliver efficiencies.

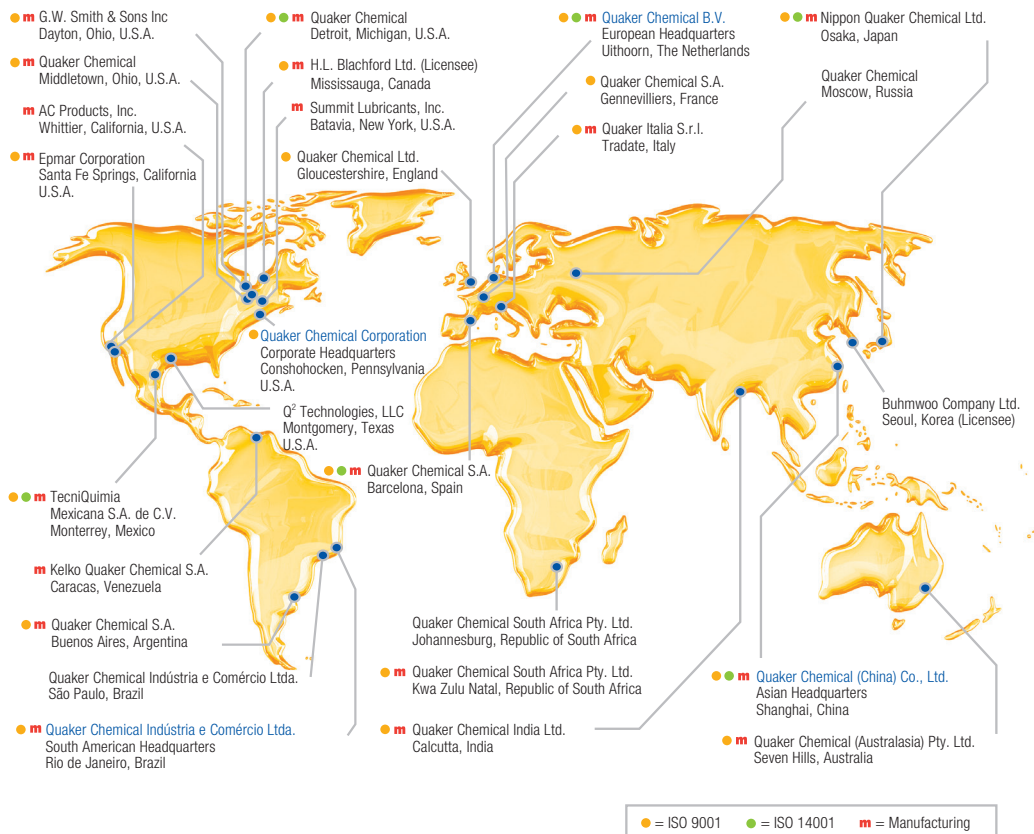
- An integrated product, application support and service offering
- Consignment Product Inventory
- Consolidated Invoice, billing and reporting cost to business unit
- Freedom to focus on your core activities
- Guaranteed Cost Savings
- Increase production efficiencies through improved uptime
- Management of Tier II Suppliers
- Measurement and monitoring of the value created in your process
- Reduce the consumption of chemicals and end of pipe waste volume
- Shared goals and mutual progress



Quaker serves the steel and metalworking industries globally.

We have staff on the ground in every region of the world. Our infrastructure of sales, service, research and development, manufacturing and operations

facilities and systems are all designed to support you on a local basis – whether you are in one location or at facilities around the world.



Our Customers?

A select list:

- AK Steel
- ArcelorMittal
- Bosch
- Chrysler
- CSN
- Delphi
- Ford
- General Motors
- Honeywell
- I/N Tek
- JTEKT
- Magna
- Nucor
- Renault
- SDI
- Snecma
- Tenneco
- Toyota
- Volvo
- Tata

