



Everyday actions making a
positive difference.

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Our Core Values

Safety

Safety is the first priority, the most important aspect of our work.

Ethics

We treat every individual in our business and personal practices ethically, with integrity and honesty.

Leadership

Each of us strives to lead and motivate by example and consistently live up to these core values. We coach, train, develop, and empower employees to reach their full potential.

Employees

We respect and value every employee and are committed to support and develop each other personally and professionally.

Environment

We are committed to protecting the health and well-being of our employees, our customers, the community, and the environment.

Continuous Improvement

We will improve results for all our stakeholders by doing the right things better, every time.

Our Code of Conduct

Univar is committed to ethical and lawful behavior as set forth in the company's Code of Conduct. Our employees are required to follow the Code, maintaining high ethical standards, treating every individual with integrity and honesty, and adhering to applicable laws.

A Message from Our CEO

Whether in your clean water, vitamin-enriched foods, time-released medicine, environmentally friendly shampoo, or countless other consumer goods, Univar distributes products that enhance the lives of people around the world.

We understand that our responsibility goes beyond providing a broad range of commodity and specialty chemicals to industry. This report is an overview of the many things we do on a daily basis to be a responsible corporate citizen that is fully engaged with the communities where we live and work. It also demonstrates our commitment to environmental and product stewardship, something Univar took seriously before it was part of the media and public consciousness.

In the following pages, you'll read about safety initiatives that are critical to the well-being of our employees and others; how we protect the environment through safe and lawful handling of products and responsible

distribution practices; how we care for, interact with, and give back to the communities where we operate; and much more.

All the things we do are a direct reflection of our company's core values, each backed by real policies and daily action. In many cases, you will see real-life examples of the things we say are important to us as a world leader in chemical distribution. Because true corporate social responsibility is not just a policy or a report; it's what we do every day to make a difference where we work and live. Through our 7,500 people, I can say with confidence that Univar is making a positive difference in many lives and communities around the world.

Sincerely,



John J. Zillmer



Our **Business**

Everything we do—to protect our employees and the environment, and to serve our customers and partners—depends on the safe operational practices and working conditions to store, process, and transport chemicals. Safety is the foundation of our business, and you can see it in every action we take, every day.

Operating a world-class chemical distribution company requires an unwavering commitment to safety, health, and the environment by every member of our team. Univar is proud of its safety record, and we place daily emphasis on our companywide Safety, Health, and Environmental (SHE) policy, so that safety always remains our top priority.

Besides being the right thing to do, our global SHE policy is also implicit recognition that safety, health, and environmental care are essential to short- and long-term business sustainability and profitability. Through our operational processes, we actively seek to safeguard the health and welfare of our employees, customers, partners, and the communities in which we operate.

There are several ways Univar accomplishes this all-important task. We adhere to all laws, regulations, and standards that govern our operations throughout the world. We constantly seek to improve our processes, minimize our environmental impact, and sharpen our recognition, evaluation, and control of hazards. Finally, we train our people to make safety a priority on a daily basis.



The products we distribute are stored, blended, or repacked in a Univar distribution center to meet the stringent requirements of the customers we serve.

Quality is a given. As a world leader in chemical distribution, Univar is judged by the quality of its products and services. We understand that our customers, suppliers, and business partners expect the highest-quality chemicals and related products and services, and we strive each day and with each order to meet or exceed their expectations. It is the way we earn their trust and continued business, not just once, but with every interaction. Underlying our commitment is the knowledge that our customers depend on us for the value-added products and services that will go into their own products and services. By consistently meeting their requirements, we directly contribute to the success of their businesses.

5 Key Performance Indicators

We're focusing on these key metrics in the United States to raise the bar on quality:

- 1. Aged Inventory** measures the accuracy of forecasts (sales), timely movement of inventory (material planning), and monitoring of product inventory returns (operations).
- 2. Chargebacks** measure the effectiveness and timeliness of short-pay resolutions stemming from order entry, billing accuracy, and/or communication between customer service and outside sales.
- 3. DOT Inspections** measure the effectiveness of our fleet preventive maintenance program, adequate frequency of maintenance, and driver training and accountability.
- 4. Returned Goods Authorizations** measure the number of customer returns due to customer requests, damaged material, wrong product shipment, off-spec material, carrier issues, and more.
- 5. Service Rate Failures** measure accuracy of operations, timely completion of packaging orders, and meeting delivery requirements of the customer.

Improving processes every day. Univar is constantly working to improve results for all of its stakeholders—employees, customers, suppliers, business partners, and others—by doing things better at every opportunity. We are committed to an ongoing quality and continuous improvement process that permeates all areas of our company. Our quality and continuous improvement process is designed to identify potential problems and eliminate them before they happen. Our goal is simple: to improve customer service and satisfaction and ensure that we meet all requirements the first time, every time.

We also continue to improve as a company and benefit our stakeholders by achieving productivity gains. For example, Univar managers measure workflow processes to increase the amount of product per employee that moves through our facilities. They also continually strive to reduce or eliminate unnecessary or redundant inventory. These types of initiatives increase the return on the assets employed in our business.

High Standards for Safety

Univar's commitment to high SHE standards and practices has resulted in an ongoing reduction of safety-related and environmental incidents. We work to eliminate on-the-job accidents in several ways, including:

- Accident prevention efforts through planning
- Process and facility controls
- Safety training
- Safety committees
- Safety and environmental audits
- Post-incident investigations and follow-up steps
- Continuously investing in our operations sites to improve SHE standards

Our safety performance improved in 2010 as compared to previous years. Our Lost-Time Injury Rate (LTIR) in 2010 was 0.4 OSHA (2.1 ANSI).



Our people make the difference. As a global distribution company, it's easy for us to recognize that our people—their unique talents, extensive knowledge, and dedicated service—are what attracts new and repeat customers and thereby drives the success of our company. We stand with each of our employees and help them to be successful. It begins with respect and recognizing each employee's unique contribution to the workplace. And it's rooted in our ongoing commitment to support and develop each employee both personally and professionally.

Univar trains and develops its people at every location and every level of the company. Employees develop the skills and receive the training they need to perform their work. Just as important, they are given opportunities to grow and demonstrate their abilities for new positions and advancement within the company.

Our respect for employees includes recognition of their rights of free association. As a company, we generally maintain good relationships and always negotiate in good faith with the various unions and works councils that represent our people at a number of our facilities.

The day-to-day operations of the company are largely run through its business unit managers. Through targeted steering committees and other means, best practices are shared on policies, procedures, processes, strategies, technologies, and more.

Who Is Univar?

Univar's workforce is:

- Approximately **7,500 people**
- Located in **30 countries**
- Diverse and multilingual
- Trained, experienced, and dedicated



Univar is committed to fair employment practices for all of its employees, regardless of their race, color, nationality, religion, gender, age, disability, or any other status protected by law.

A company of leaders. Univar is a company of leaders and future leaders. We encourage leadership in all of our people by coaching, training, developing, and empowering them to reach their full potential. And our employees strive to lead and motivate by setting an example for others and consistently living up to our core values.

We develop leaders and leadership capabilities through daily management and targeted training programs. In 2010, Univar initiated the development of The U, a global learning center that provides education and training designed to drive corporate performance.

Launched in February 2011, The U is a blended-learning approach, combining virtual eLearning with instructor-led group sessions. Deploying a learning management system allows us to provide training on-demand, everywhere Univar operates. Virtual learning will be reinforced during instructor-led training, through engaging Univar subject matter experts and industry experts, and by utilizing case studies, simulation exercises, and team-learning assignments. As we continue to expand The U, learning plans will provide a blueprint for developing proficiency in the areas of sales, leadership, business operations, and professional skills.

The U is about our people. Our mission is to contribute to Univar's growth by delivering learning that distinguishes our talent as our greatest competitive advantage.

Succession planning is also a critical leadership tool. Each of our business units has a succession plan for its key executive and management positions that identifies potential candidates and their readiness for advancement. Development plans are in place and used by identified candidates to help them complete their preparations for future positions.



Univar launched The U, our global learning platform, to a group of 250 sales people in February 2011.

Our Commitment to **Sustainability**

Environmental and product stewardship go hand in hand. We are committed to safeguarding the people, communities, and natural surroundings where we operate around the world. Sustainability takes daily action—it's what we do every day that adds up to the long-term health of our business.

As a distributor, we have a responsibility not only to make our own business activity sustainable but also to ensure that the commitment and achievements of our partners are maintained and supported.

Responsibility begins with the products we sell. Following all applicable safety regulations and laws, we handle, store, transport, and dispose of chemical products in a responsible manner and with the utmost care.

Responsible Care® is the chemical industry's global initiative in which companies work together, through their national associations, to continuously improve their SHE performance. Univar adheres to the guiding principles of Responsible Care, which are:

- Adherence to legal requirements
- Management of risk
- Maintenance of policies and documentation
- Provision of information
- Training
- Emergency response
- Commitment to ongoing improvements
- Community interaction

In Canada, we are a member of the Canadian Association of Chemical Distributors and follow its Code of Practice for Responsible Distribution®. In the United States, we are a member of the National Association of Chemical Distributors (NACD), and we were among the first chemical distributors to adopt the

NACD's Responsible Distribution Process®. Additionally, we are a member of the American Chemistry Council. And in Europe, we are a member of the European Association of Chemical Distributors and have taken the Responsible Care® Guiding Principles a step further with the introduction, in 2006, of U+, a pioneering internal management system based upon stringent SHE procedures and goals that go far beyond the legal requirements. ChemCare®, a service of Univar in North America, is uniquely qualified to help our customers meet their waste minimization goals, whether by reducing the amount of waste generated or by reusing or recycling what has already been generated.

We also recognize that our many efforts to protect the environment and to reduce our environmental impact and carbon footprint are smart business. It can help reduce costs and improve overall business performance.



Univar sources “greener” and natural ingredients for customers that want to offer more sustainable solutions in their product ranges.

Sustainability

Univar has a number of ongoing sustainability initiatives, including the following:

Reduction in energy consumption. We use energy-efficient lighting, motion sensors to turn lights on and off, and automated heating and air-conditioning systems that turn themselves off during nonwork hours. An energy-saving project at our Gothenburg site in Sweden has reduced CO₂ emissions by approximately 240 tons, by burning 70 tons less oil.

We also have switched to electrical supply from renewable energy sources at several of our sites. At our sites in the United Kingdom, Univar boasted an annual decrease of 23 percent in CO₂ emissions over three years. This achievement was helped by supply chain efficiencies. In the United States, implementation of energy-efficient T-4 lights at several locations led to 435,000 square feet of energy savings.

Transportation mitigation. Employees are encouraged to use vanpools, carpools, and mass transit, and we subsidize these programs. We continually upgrade our fleet of delivery vehicles, incorporating the newest engine and body designs to increase fuel mileage and reduce emissions. And company cars include a hybrid model for sales personnel.



Univar is committed to reducing our energy consumption, environmental impact, and carbon footprint.

Waste minimization. A strong quality-control program, high standards for housekeeping, employee training, dedicated equipment, and facility design upgrades all help reduce waste generation at our facilities. When waste disposal is required, Univar facilities look for the best method available, including recycling, reuse, fuel blending for energy recovery, and incineration.

Recycling programs. Our facilities participate in recycling programs that include recycling or reusing intermediate bulk containers (IBCs), pallets and drums, paper, cardboard, fiberboard, aluminum cans, water bottles, and computers. We offer a packaging return program that also will support our customers' efforts in their waste reduction programs. In the United States, 6,367 IBCs were purchased to either eliminate drums or replace old IBCs. Each IBC purchased replaces six drums. Any IBC taken out of service is recycled.

Reduction in water consumption. Improving efficiencies in our water usage is a key priority for us, and advanced wastewater treatment systems are being introduced to reduce water consumption. The installation of a wastewater treatment system in our Gualtieri site in Italy enables us to reuse water and has reduced annual wastewater discharge from 7,000 tons to zero. This saves both on the cost of replacing the water as well as on the cost of treating and discharging wastewater.

Sustainable products. Univar is proactive in sourcing “greener” and natural ingredients for customers that want to offer more sustainable solutions in their product ranges.

5 Key Elements of Univar's Sustainability Program

Univar's sustainability program focuses on:

1. **Reducing** our environmental impact, including carbon footprint.
2. **Ensuring** the safety and health of our employees and neighbors.
3. **Supporting** the growth of our supplier and customer businesses by providing them with sustainable solutions.
4. **Ensuring** the safe stewardship of products.
5. **Communicating** our progress.

Take Action

Ten simple ways we can help our planet:

- | | |
|--------------------------------|-------------------------------------|
| 1. Use less water | 6. Wash laundry in cold water |
| 2. Turn off lights | 7. Use reusable containers |
| 3. Take public transportation | 8. Pick up litter |
| 4. Recycle as much as possible | 9. Use energy-efficient light bulbs |
| 5. Think before you print | 10. Plant a tree |

Our **Communities**

Communities are built on the actions of individuals. We're proud of the contributions our employees make to the communities in which they work and live. We live up to our role as a corporate citizen by supporting their efforts to help others in big ways and small—from disaster relief and medical emergencies to health care, cultural enhancement, and more.

Our community involvement and service, as a company and individuals, include both targeted financial support and the giving of our time and talents. Univar employees volunteer thousands of hours each year to a variety of charitable, civic, educational, and other organizations in their local communities. And their donated time, talents, and money are changing the communities in which they live for the better.

At the start of 2010, when a 7.0-magnitude earthquake devastated southern Haiti, the Univar Foundation donated to the Salvation Army specifically for the victims. In the United States, employees at our Pompano Beach, Florida, facility donated water, baby wipes, diapers, and baby food to Food For The Poor in Miami, one of the largest organizations distributing food and water in Haiti. In China, our Shanghai office set up a donation program where the company matched employee contributions. Three months later in April, when a 6.9-magnitude earthquake hit Qinghai, China, again our Shanghai office rallied together and initiated the same type of donation program.

In France, Univar sponsored the annual Chemistry Challenge organized by the l'Union Française du Commerce Chimique (French Union of Chemical Trade). The event raised money for a variety of charities; Univar chose to donate to ActionAid to support their first aid and development assistance in Pakistan following the floods in July 2010. During the event, Univar conducted a quiz on sustainability, which raised awareness of Univar's sustainable development strategy and initiatives, adding an educational element to the event.



Employees from China participate in the 2010 Amway Nutrilite Health Run in Shanghai, raising money for cancer awareness.

By consistently helping those in need—whether our own employees or our neighbors in the communities where we work and live—Univar is having a positive effect on people’s lives.

Stepping out to fight diabetes. Univar employees have been walking and contributing to the fight against all forms of diabetes. In 2009, Univar employees in Seattle, Washington, and Omaha, Nebraska, USA, participated in walks to benefit the American Diabetes Association (ADA) and Juvenile Diabetes Research Foundation (JDRF), two nonprofit organizations leading the fight against the disease. In addition, Univar was a major financial contributor in the Seattle walk that had an ambitious goal of raising more than \$300,000. People in more than 180 US cities stepped out to help raise \$20 million.

Something as simple and fun as a walk on an early fall day makes a real difference. Money was raised to further research, education, and advocacy. It was the sixth consecutive year Omaha-based Univar employees participated in the diabetes walk. They also arranged a golf outing to help with fundraising and received donations from fellow employees at the company’s US locations in Mesquite and Dallas, Texas.

Whether in Seattle, Omaha, or somewhere else in the world, every step is one step closer to a cure.



Employees in Omaha, Nebraska, walk each year to benefit the Juvenile Diabetes Research Foundation.

Did You Know?

Diabetes is the leading cause of heart disease, stroke, adult blindness, kidney failure, and nontraumatic amputations. In 2000, some 171 million adults and children had diabetes. This figure is expected to rise sharply to 336 million by 2030. And people of African, Latino, and Native American heritage are disproportionately affected by the disease.

1 out of every 20

Univar employees or members of their families are affected by diabetes. Our company participates in various diabetes walks that raise funds to further research for a cure.

Donating the gift of life. To give blood is to give life. There is still only one way to get blood—from donors. And blood is equally valuable from every donor, whether the richest person in the world or someone who has little. Blood is among the most valuable gifts anyone could ever give.

For example, several times a year, the Puget Sound Blood Center bus spends a day parked outside Univar’s world headquarters in Redmond, Washington, USA, accepting blood donations from Univar employees.

Helping children in need. In July, a team from the Milton Keynes site in the United Kingdom ran a half marathon and raised money for the National Society for Prevention of Cruelty to Children.

In November, Univar employees from the United Kingdom and Ireland raised money collectively by baking and selling cakes in aid of Children in Need. The company matched the site with the highest amount raised: Bradford, England. Children in Need is an annual fundraising event run by the British TV channel, BBC, and many activities take place all across the United Kingdom to help raise money to improve the lives of disadvantaged children and young people.

“Happiness ... consists in giving, and in serving others.”

Henry Drummond, Scottish writer



In the Nordics, a team of Univar colleagues took part in the DHL Relay Race to raise money for the Danish Child Cancer Foundation.

United in helping. In Canada, Univar's United Way Committee holds fundraising activities to support a coalition of charitable organizations. United Way runs campaigns to raise money for local groups that address community issues and problems. In 2010, Univar's activities in different parts of Canada included barbecues, draws, a pancake breakfast, and an auction.

Each July, during Canada's Calgary Stampede, Univar, along with the Calgary Firefighters Burn Treatment Society, hosts a Barrel Wagon Race and barbecue at the Calgary Horseshoe Club next door to Univar's warehouse. Many suppliers and customers support the event. There are no overhead expenses and all of the money raised goes directly to the Calgary Health Region to support the Burn Unit and its programs at the Foothills Hospital.

In August, the Univar team in Edmonton, Canada, raises money for the Edmonton Firefighters Burn Treatment Society by holding a customer appreciation barbecue and auction.

One of the greatest joys we can experience in life is to extend our hands in service to people less fortunate. A child's heart leaping with excitement on Christmas morning, a stomach filled, a soul encouraged, these and more have resulted from the generosity and active participation of employees, family, and friends from our US facility in Morrisville, Pennsylvania. For six straight years, they have collected toys, clothing, and food for families in need during the holidays, served meals to the homeless on Christmas Day, and in December 2010, collected money for a family whose house was destroyed by fire.



In Canada, employees participate in a Barrel Wagon Race to raise money for the Foothills Hospital's Burn Unit.

Joining the fight against cancer. Cancer is a leading cause of death worldwide and accounted for 7.6 million deaths (around 13 percent of all deaths) in 2008. Univar employees have been donning running shoes and wielding golf clubs and selling flowers to help find a cure for cancer.

Each spring, the Toronto, Canada, office supports the Canadian Cancer Society by selling daffodils during its Daffodils at Work campaign. The money raised is used to fund research and provide information and support services for people living with cancer and their families.

In May, a team from Univar's sales and marketing department in Milan, Italy, took part for the second time in the Avon Running Global Championship, raising money for cancer research.

In June, for the fourth time, Univar organized a golf tournament and charity auction in England for the Prostate Project, a UK-based charity researching and raising awareness of prostate cancer. The tournament between employees, suppliers, and customers involved 75 golfers from the United Kingdom, Europe, the United States, and Dubai, all playing for the coveted Univar U+ trophy. The golf tournament was followed by a charity auction, dinner, and raffle.

In the scorching August heat, two women from Univar's finance department in Vancouver, Canada, joined 1,100 other volunteers in the Weekend to End Women's Cancers. This annual two-day, 60-kilometer walk raises money to fund innovative research, treatment, and prevention programs for breast and gynecologic cancers.

At the start of September, in the Nordics, a team of Univar colleagues took part in the DHL Relay Race to raise money for the Danish Child Cancer Foundation—Børnecancerfonden. Univar made a donation for each of the 10 Nordic runners.

In September, Univar employees from Antwerp, Belgium; Los Angeles, California; and Redmond, Washington, took part in raising money for breast cancer through the Race for the Cure and the Susan G. Komen 3-Day for the Cure®.

In November, 28 of Univar's Shanghai, China-based 51-member staff (representing a 55 percent participation rate) together with 12 family members, participated in the 2010 Amway Nutrilite charity health run in Pudong's Century Park, raising money for cancer research.

Also in November, 36 men from Univar Canada participated in an annual fundraising event for prostate cancer where men grow moustaches for the whole month of November.

In December, instead of giving employees a Christmas gift in 2010, donations were made to local Nordic child cancer foundations. As a result, SEK 60,000 was donated to charities in Denmark, Finland, Norway, and Sweden on behalf of our employees, adding to the annual SEK 200,000 donation Univar makes through activities and savings.

Education

Chemistry is Cool. This successful education program in Los Angeles, California, USA, is due in large part to Univar volunteers. The program targets four local elementary schools surrounding the company's Los Angeles office in the City of Commerce.


Chemistry competition sponsor. Univar continues to support chemistry education by being a gold-level sponsor of the 2010 National You Be The Chemist (YBTC) Challenge. Created by the Chemical Educational Foundation (CEF), the YBTC Challenge is a question and answer competition that quizzes students on chemistry concepts, important discoveries, and chemical safety awareness tips. The program aims to engage grade 5–8 students in chemistry through a dynamic event that partners members of the chemical industry with the schools and organizations in the communities in which they operate.

Guided by the belief that science education is vital to the future of the chemical industry and to the overall vitality of the world in which we live, CEF is dedicated to raising awareness about the science of chemistry, the benefits of chemicals, and the importance of chemical safety awareness.



Eighteen students from around the country earned the right to compete in the National YBTC Challenge competition held in Philadelphia, Pennsylvania, in June 2010. Visit CEF at www.chemed.org to learn more about YBTC and view photos from the event.

Univar Foundation. For more than 40 years, the Univar Foundation has supported charitable organizations and programs that improve the communities where our customers and employees live and work. The Foundation contributes a large part of its resources to education in the areas of science and business. In addition, we support disaster relief and humanitarian aid on an as-needed basis.



Education is a key determinant of success and quality of life. Univar employees help younger generations prepare to live, work, and succeed in a competitive world.

Our **Profile**

Univar is a leading distributor of industrial and specialty chemicals, with over 170 distribution facilities in North America, Europe, the Asia-Pacific region, and Latin America, and sales offices in Eastern Europe, the Middle East, and Africa. This global reach means our actions to promote safety, sustainability, and service make a positive difference around the world.

Founded in 1924 and headquartered in Redmond, Washington, USA, Univar has approximately 7,500 employees worldwide. In 2010, Univar generated net sales of \$7.9 billion.

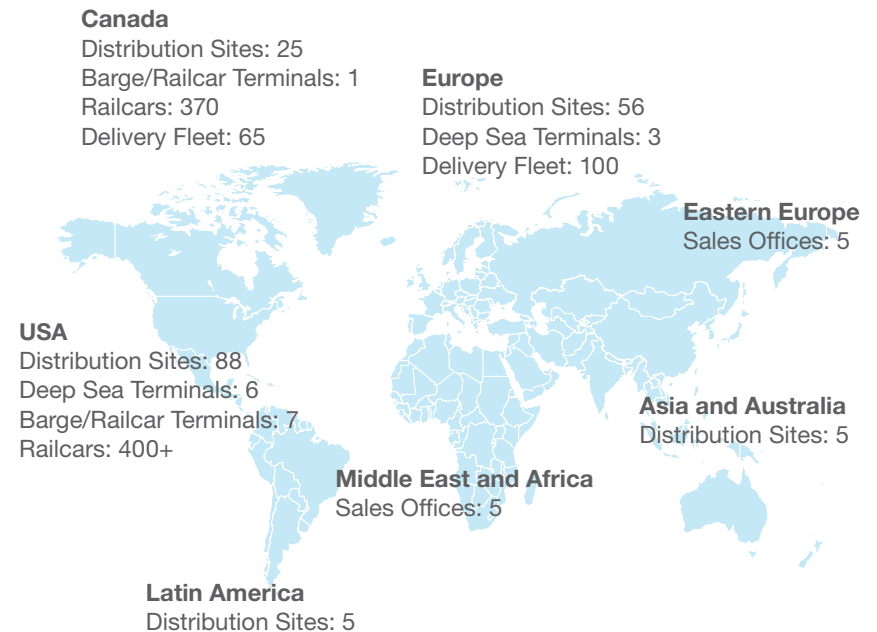
Univar serves over 80,000 customers in more than 100 countries, representing nearly every major industry and a highly diverse set of end markets. The company sources chemicals from more than 2,500 producers, including the premier global chemical manufacturers, and distributes more than 11,000 chemical products in over 110,000 stock-keeping units. In addition to Univar's vast product offering, the company provides important value-added services for its customers and suppliers, including:

- Product availability and inventory management
- Product specification and technical expertise
- Blending and mixing
- Repackaging and labeling
- Just-in-time delivery
- Vendor rationalization programs
- Waste management

Univar is a global leader in chemicals distribution

- No. 1 chemical distributor in the United States
- No. 1 chemical distributor in Canada
- No. 2 chemical distributor in the highly fragmented European market

Global Distribution Network



As of December 2010

Univar's scale, geographic reach, diversified distribution channels, industry expertise, and comprehensive product portfolio enable the company to develop strong, long-term relationships with suppliers and to provide a one-stop-shop solution for customers. Over the last decade, Univar has further fine-tuned its product and service offerings by industry vertical. The company serves a variety of industry verticals in different regions and has focused globally on six key industries:

- Energy
- Food
- Household and industrial cleaning
- Paints and coatings
- Personal care
- Pharmaceuticals

As a world leader in chemical distribution, Univar is committed to being a responsible corporate citizen with a global focus on safety, health, the environment, and sustainability.

For more information, please visit www.univar.com



Univar serves a diverse set of end markets and regions. We focus on population-driven industries with attractive long-term growth trends. We provide customers in those markets with a one-stop-shop solution for their complete chemical needs.

Management Team

John J. Zillmer

President and Chief Executive Officer

Mark J. Byrne

Executive Vice President and
Chief Operating Officer

Randy D. Craddock

President – Univar Canada Ltd.

Russell Day

Vice President –
Corporate Development

Edward A. Evans

Executive Vice President and
Chief Human Resources Officer

Terry Hill

Executive Vice President –
Industry Relations; President –
Emerging Markets

David Jukes

President – Univar Europe

Steve M. Nielsen

Executive Vice President and
Chief Financial Officer

David M. Strizzi

President – Univar USA Inc.

Amy E. Weaver

Executive Vice President and
General Counsel



Univar's global network delivers the chemical products and services our customers need, when and where they need them.



Univar

World Headquarters

17425 NE Union Hill Road

Redmond, Washington 98052 USA

T +1 425 889 3400

F +1 425 889 4100

www.univar.com