



*100<sup>th</sup> anniversary*

RAW MATERIALS: Chemicals & Specialities  
ENERGY: Fuels · Heating oil · Service stations  
MAINTENANCE SYSTEMS: Lubricants · Surface treatment · Safety products



# ECSPA Today

A hundred years after its creation, the ECSA group, formed by Emanuele Centonze Holding SA, SA Emanuele Centonze, ECSA Italia Srl and Porta Ticino SA, operates in the distribution of chemical and petroleum products, international trading and the distribution of maintenance systems. With a consolidated turnover in 2012 of 326 million Swiss Francs, more than 15,000 active customers, and a staff of 240 people, ECSA is the largest Swiss-owned distributor of chemical products and is one of the 3 largest distributors of petroleum products in Switzerland.

## Areas of excellence

The areas of excellence that ECSA has developed are: 1) CUSTOMER SERVICE (transparency, flexibility, complete range, objective information on market trends, regular monitoring of customer satisfaction, and “one stop shopping”); 2) COMPETENCY (in knowledge of the product segments, logistics and international purchases); 3) QUALITY & SAFETY (occupational safety, environmental protection, prevention from and limiting worst-case scenarios, state of the art infrastructure, customer support and advice, compliance with ISO 9001-2008 quality certifications, SQAS – environmental safety of services provided -, offsetting unavoidable emissions by adhering to the MyClimate programme); 4) Cutting edge infrastructure; 5) Human Resources (trained and motivated staff, who identify with the company that provides a smooth progression in adapting to market changes); 6) CULTURE OF QUALITY (through constant monitoring of business processes, employee performance and quality bonus incentives).

## The “Raw materials” division

The Raw Materials Business Unit distributes chemical products and raw materials from depots in Balerna (HUB), Desio (speciality) and soon also from the Flawil (HUB) depot.

The sector is organized by industry segments: Flavours & Fragrances, Paints & Varnishes, Cosmetics, Detergents, Government & Institutions, Pharmaceuticals, Food & Feed, General Industrial, Textile & Leather, and Metal Processing. The Laboratory Reagents area cuts across many industrial customer needs.

The segment managers work closely with the Quality & Safety department to guarantee and uphold the highest standards of quality, safety and environmental requirements throughout the whole supply chain as required by regulations in force. The ISO, SQAS and Responsible Care certifications certify that the work of the company meets state-of-the-art standards, with a process of continuous improvement.

For 100 years ECSA has provided a complete assortment of products for the Canton Ticino market. With the opening of the Flawil depot, in 2013 the offer will be extended “beyond the Alps” with the addition of basic chemistry. The Flawil branch will allow ECSA to get closer to customers and offer a “one stop shopping” service. It will also be possible to operate in new segments that could not be served from the Canton Ticino, like water treatment, incinerators, surface treatment (galvanization), metal processing, foundries, printed circuit boards, rubber and plastic materials, and the watch industry. ECSA Italia serves as an export platform for the Eurozone. With its significant warehousing capacity, the group is a preferred speciality player in the Flavours & Fragrances, Cosmetics and Food & Feed segments, including outside of Switzerland.

Customers are informed through the biannual publication in four languages of ECSA TRADE, a tool which is particularly appreciated by purchasing managers: the economic commentary, comments and charts related to product prices trends help to assess risks and optimize customer purchasing policies.

### ***Food & Feed***

ECSA is a distributor of food and animal feed additives. In order to meet the needs of its customers ECSA has been accredited according the major certification standards and ensures batch traceability and the continuous availability of goods. The range of products includes food additives and raw materials from the following industrial sectors: confectionery, beverage and wine, preserves, food supplements/nutraceuticals, bakery, meat, dairy, pet food, and animal feed premixes.

The marketed products can be divided into: preservatives, acidity regulators, antioxidants, vitamins, natural and artificial sweeteners, starches/carbohydrates and derivatives, polyols, humectants, flavour enhancers, essential oils, herbs, fibres, enzymes, colourings, emulsifiers/stabilizers/gelling agents, phosphates, and nutraceuticals.

Thanks to its long experience ECSA has the necessary skills to adopt a diversified approach towards purchasing on the international market. ECSA's skill in sourcing allows it to be highly competitive in the markets in which it operates.

ECSA is active mainly in Switzerland and Northern Italy, but is also present in Germany, France, Austria and the Benelux. The headquarters in Balerna also has a clean room for the transfer of sensitive products.

### ***Flavours & Fragrances***

The F&F product segment is the original operating unit of the company. It boasts a vast range of products for the creation of fragrances and flavourings: essential oils, natural and synthetic products, esters, ionones, aldehydes, absolutes, resins, oleoresins/spices, extracts and conditioners. In the context of the REACH protocol, ECSA has registered more than 220 specialities. Its customers are in Italy, Switzerland, France and Germany. Over 100 years of experience, extensive market expertise, and continuous monitoring of the supply sources allow ECSA to offer high quality raw materials. All the products are certified in accordance with the standards that this industry requires. The constant monitoring of the evolution of the market means ECSA can respond to market volatility while maintaining its competitiveness. Knowledge of production market trends, availability, crops, price volatility and speculative trends are decisive factors which determine its success.

ECSA has availed itself for years of quality suppliers and producers with more than ten years of experience, thus guaranteeing a constant level of quality.

### ***Paints & Varnishes***

In this product segment ECSA can offer various raw materials for paint, varnish and ink manufacturers. In particular, ECSA can offer a wide range of organic solvents, inorganic salts and various other products such as glycols, glycerine, ferrous oxide and titanium dioxide.

### ***Cosmetics***

Body care and hygiene, anti-ageing, make-up/decorations and personal wellness products are the specialities that the cosmetics team offers its customers. ECSA's customers are manufacturers and outside contractors.

The Cosmetics Division has various categories of raw materials, ranging from basics such as emollients, fatty alcohols, emulsifiers, polymers, preservatives, silicone, surfactants, botanical and essential oils, to active ingredients with a specific function. In order to meet the needs of our customers, we have also developed lines of natural and Ecocert certified products. ECSA's policy has always been that of purchasing directly from the source of production in order to be able to verify the production chain. ECSA has been able to develop a solid partnership over the years that enables it to find immediate solutions to problems related to the availability of a specific raw materials, as well as technical and formulation support.

### ***Pharmaceuticals***

The Pharmaceuticals product segment distributes excipients, active ingredients and raw materials for the pharmaceutical industry. In order to meet the needs of its customers ECSA has access to pharmacopoeia certificates and ensures batch traceability and continuous availability of goods.

ECSA is able to supply products for various categories of pharmaceutical companies: from manufacturers of active ingredients and intermediate products, for which ECSA offers basic chemicals (acids, bases and solvents) and some intermediary products; producers of ready-to-use drugs, who require excipients (oleochemicals, starches/carbohydrates and their derivatives), essential oils/flavourings and certain active ingredients; to producers of dietary supplements (vitamins, nutraceuticals and excipients).

In this product segment ECSA is active mainly in Switzerland and Northern Italy, but is also present in Germany, France, Austria and the Benelux. HACCP, SQAS, ISO:9001 and Responsible Care certification make ECSA a reliable partner that complies with the quality standards required in this product segment.

### ***Detergents***

The Detergents Division has various categories of raw materials, specifically: acids and bases, essential oils, active substances, salts and solvents. The objective in this product segment is to continually improve product sourcing in order to offer the best quality at competitive prices and the latest products on the market. The detergents market is very competitive and the concentration of the main products in the hands of a few producers is notable. The success factors are: price, quality, continuity and flexibility of supplies, international sourcing, logistics for large quantities. It is crucial to know how to identify the products "neglected" by the big companies.

### ***Laboratory reagents***

ECSA is the official distributor in Switzerland of the Laboratory Carlo Erba Reagents with over 6,000 products. ECSA supplies products to private, regional, cosmetics and pharmaceutical industry laboratories. Due to the location of warehouse depots in Balerna (about 280 products), ECSA can guarantee daily delivery in Switzerland. Thanks to its e-shop and the possibility to order products directly online, ECSA has filled a market gap. In particular, customers appreciate the ability to consult the technical documentation (MSDS and the TDS) directly online.

### ***Metal Treatment***

The Metal Treatment product segment offers a wide range of products for industry in the fields of galvanization, watch making, precious metals, precision electronics, medicine and surface treatment in general. In Switzerland there are 4 international companies in the gold and silver refining field, 3 of these have their headquarters in Canton Ticino. All of them use the services of ECSA.

The product range includes the classic basic chemical products (acids, bases and solvents), various inorganic salts, organic acids and their relative salts (citric acid and citrate salts, lactic acid, tartaric acid and cream of tartar, oxalic acid and oxalate salts) and various other specific products (amines, phosphates, saccharine, D-Limonene, dextrose monohydrate, oxidizing agents such as potassium permanganate, ...). Thanks to the storage of bulk products in the depots of Balerna and Flawil ECSA is able to supply even large quantities.

### **Energy division**

For over a century ECSA has been supplying heating oil to consumers and various other types of fuel (diesel, petrol) to service stations and production plants. The first “petrol pump” was set up in Chiasso in 1917. The Energy division is organized into the following operating areas: NETWORK (service stations in the Canton Ticino network and the French-speaking region network) and WHOLESALE (Companies/Subcontractors, Dealers and Private). The group has thus become the preferred partner of BP - since 1925 - and a key player in the Canton Ticino and the French-speaking district, supplying a total of 21 service stations in the Canton Ticino and 10 in the French-speaking district of Switzerland, for a total of 55 million litres of fuel. To these 31 units, we add two service stations on the Coldrerio motorway for a further 20 million litres. ECSA imports these products from refineries located in the Mediterranean and in the Rhine basin to provide a significant contribution to Switzerland's fuel supplies. Most of the supplies flow from refineries in Trecate (Esso/Erg) and Sannazzaro (Eni). Supplies from the north, however, are shipped by train for supplies of over 100,000 litres. Most of the products are delivered to Balerna, where there are three silos for heating oil and one for diesel. ECSA's total capacity amounts to 5 million litres. The petrol is delivered to depots in Cadenazzo, when intended for BP stations throughout the canton, or in other depots such as Rivera and Stabio (structures leased by ECSA), Avegno and Faido (only heating oil).

### ***Network of service stations***

ECSA currently operates 31 service stations and is part of a highly integrated distribution network that guarantees customers a complete and efficient service. The supply of fuel is accompanied by a wide range of products and opportunities (convenience stores), such as an appealing restaurant, thereby giving service stations a new function. The division of “work” and “living” functions has created significant daily commuting. At the intersection of this movement, service stations are taking the place of the old neighbourhood stores and corner shops that have been disappearing since the 60s. ECSA has invested in features that give its service stations a new dimension, including longer opening hours, basic but essential goods which are fresh and produced locally, easy parking, reduced waiting time for purchases, and dining facilities from 06:00 am to 10:00 pm.

### ***The network of distributors in the French-speaking district of Switzerland***

ECSA has been present in the French-speaking part of Switzerland since 2007, where it manages the supply of ten service stations. At the strategic level ECSA had intended to create a network of POSs beyond the Gotthard Pass. The opportunity to put this goal into practice became a reality thanks to BP which, in June 2006, offered ECSA the possibility to obtain, at first, five and then a

sixth project, all of which had been denied funding by the HQ in London. The contract was signed in December. The first fruits of this investment were seen in the subsequent year: in July 2007 the first service station was opened in Marly (FR). Between October and December of that year three plants in Geneva began operating (two with methane gas distributors). The network then expanded with the opening of the Martigny petrol station in March 2008. The latest service stations opened in Martigny (two), Monthey and Sierre. ECSA manages the network in the French-speaking part of Switzerland directly with an area manager.

### ***The WHOLESALE division (independent service stations)***

ECSA also ensures supplies of petrol to independent stations (white pumps), which are becoming one of the key players in this segment. ECSA is able to ensure a continuous supply thanks to direct transport from the refineries, depots located at strategic points of the Canton Ticino, its own logistics fleet, high safety standards, but especially thanks to its supply know-how which allows it to be extremely competitive.

### ***Diesel fuel for industry***

ECSA ensures supplies of diesel fuel to independent service stations, transport companies and the construction companies directly on construction sites across the Canton Ticino, as well as quarries and the more difficult to reach ski resorts.

### ***Heating oil: fuel par excellence***

Why does heating oil still have a market in Canton Ticino? Because it is still the cheapest energy source, and it can be stored simply and safely as no other energy source can, occupying a small space and in high quantities. In the energy sector heating oil is the most important traded product, used by customers as a heating source which is difficult to substitute given the obvious difficulties of the Canton Ticino environment, where it is not possible to lay down a distribution network for other energy sources such as gas. ECSA is a key player in the distribution of heating oil. Distribution is through direct contact with individuals, apartment complexes, industry and other resellers who purchase the product from ECSA for distribution. It is, however, a very limited market, with many historical and family competitors and a loyal clientele that allows everyone to operate. It is also a volatile market that depends on climatic conditions, namely, by the average winter temperature: one degree higher or lower is indeed crucial for certain sales volumes. ECSA ensures a constant supply thanks to its numerous depots in Canton Ticino. It owns depots in Balerna, Avegno and Faido and has access to other third party depots located along the North South route.

### ***Aviation fuels and other***

This is a minor segment of the industry and refers to the distribution of specific products such as Jet A1 and AVGAS. These substances are subject to strict quality control procedures which ECSA then distributes through an independent distribution network to the airports in Lugano/Agno and Locarno.

The last product in this sector is bitumen (petroleum distillates mainly used in construction work for road surfacing) and other services such as transport for third parties (ECSA supplies all energy products on behalf of third parties in Italian Switzerland thus ensuring quality and punctuality) or storage for third parties.

### ***And finally we arrive at the Coldrerio motorway area***

Right in time for its centenary ECSA made its appearance on one of Switzerland's most important motorways, in the direction of Italy. On 23 November 2010 the State Council awarded ECSA a thirty-year contract for the management and restructuring of the two Coldrerio service station

areas along the A2 motorway. The choice was made by an interdepartmental working group assisted by an outside architect who evaluated the technical and financial criteria of the proposal, such the license fee bid, technical/architectural quality of the project, the expected investment and the number of jobs guaranteed.

And the project which was chosen – as explained in the notes in the report on ECSA's winning bid – is the one that best fits into the landscape, “the traveller is allowed to easily turn his eyes onto the surrounding region.” ... “The concept is to use the restructuring and energy reclamation as a pretext to construct new architectural structures that harmonise the existing buildings and give them a connotation of new pavilions placed in the service station area, thus creating an image of order and cohesiveness within the same area. Works will include the restructuring of existing service station areas, the creation of new retail and sales areas for the amount of CHF 11 million and 50 new jobs.

At first the new service station area was supposed to have reopened temporarily in March 2012, but the State Council subsequently postponed the restoration works by one year, thus coinciding with ECSA's 100<sup>th</sup> year of operations. A truly excellent “birthday present.” With this success, ECSA has reaped the fruit of the work and dedication of three generations. The realization of the project has already been handed down to the fourth generation.

## **The “Maintenance Systems” division**

This is ECSA's newest division, which was created in 2005. The Maintenance division was created due to the demands of customers buying products of the other two divisions (Raw Materials and Energy), in order to meet all their needs. The maintenance systems division is the fruit of cross-selling. ECSA helps its customers to protect their employees, store products safely and dispose of waste products. The creation of this sector allows ECSA to provide a complete start-to-end range of services: supply of chemicals, fuels, safety and disposal of spent products. ECSA provides 360 degree coverage of the maintenance product requirements for small business, industry and collective economies. The services offered are varied and range from commercial products for surface treatment and cleaning, equipment, machinery and instrumentation. It deals with all aspects related to lubrication and disposal of spent products, offering protection products, hygiene products and work clothing. As one can imagine, this is a broad field that touches on multiple technologies and regulations, and the division aims to help the client deal with the range of options and choose the right solution.

### ***Operations***

In detail, therefore, products range from lubricants (BP and Castrol products at the national level, and Molykote, a brand leader in the production of pastes and special greases, synthetic lubricants etc.), to tools (for workshops, garages and painters; safety cabinets, machines and cleaning tools; tanks), to accident prevention materials (clothing, including high visibility clothing, footwear, hand protection and gloves, as well as head protection from 3M, Ansell, West Port and Timberland), to ancillary products (thinners, detergents, anti-icing salt, binders, antifreeze, batteries and torches), to products for surface treatments (retardant paints and varnishes, in powder form, industrial types, for construction, for wood, foams, silicones, glues and solvents, from BASF, Bosshard Farben Mader-Lacke; bodywork products, for care and restoration, for cleaning and pre-treatment).

ECSA is also active in the collection and disposal of waste products and special waste like lubricants, solvents, absorbents, filters, sludge fuels etc. ECSA works with the Veolia Umweltservice company and Altola. Through these partnerships customers benefit from several advantages: flexibility and logistics, with the possibility of daily collection; high standards of safety in Balerna

that allow customers to avoid costly storage areas; the guarantee that the collection site is emptied regularly. This is done by truck or by rail to ensure the safety and continuity of logistics; customer service through staff trained in the three national languages; disposal of all products. ECSA ensures that the waste is treated in full respect of the law and the environment. The customer is therefore not only sold the product, but also its collection is ensured even after its use when it is disposed of in special plants located in central Switzerland.

### ***Development beyond the Alps***

ECSA also offers consultancy as well as a guarantee of quality and continuity at competitive prices thanks to the three shops in Bellinzona, Balerna and Flawil. In 2006 ECSA entered this sector in the German-speaking Switzerland market too, with the opening of a representative office in Obfelden (ZH) and warehouses beyond the Gotthard Pass. Development beyond the Gotthard Pass reached a decisive point with the acquisition on 1 January 2010 of Castrol representation for the “Industry” segment in all of Switzerland (lubricants for the metalworking industry). In 2011 ECSA also obtained from Castrol representation for the HEAVY DUTY segment (lubricants for transport and construction companies).

### ***Excellent infrastructure and logistics***

One of the key factors of ECSA's success is as the ideal partner for the storage and safe transportation of chemicals and fuels. The group offers a complete service with a logistics structure consisting of four depots at strategic points: Balerna, Desio (Italy), Basel & Flawil (new), and Rotterdam, with a total surface area of nearly 27,000 covered square meters for a capacity of 7,000 m<sup>3</sup> for packaged products and a volume of 6 million litres for liquid products (chemicals, fuels). The total volume of goods transported amounts to 173,000 t, 144,000 of which are handled directly by its large fleet of vehicles including 23 tankers and trucks, allowing for daily deliveries. The rail link at Balerna is also crucial. The three owned depots for chemicals allow ECSA to operate in the most important markets in Europe: Lombardy, Switzerland and southern Germany. Its own logistics and locations at strategic points along the North-South route allow fast transportation, safe storage of goods and presence throughout the area.

The ENERGY division infrastructure guarantees ECSA a decisive role in the energy supply of Italian Switzerland, and the network of service stations assures it an important role in Switzerland. Every ECSA location is equipped with the appropriate vehicles, from small and manageable tanker trucks to the very largest ones.

### **State-of-the-art computer system**

Business and work are increasingly more mobile. Even “traditional” services and computer programs - ERP, Business Intelligence and CRM – must adapt. Because what was once done from a desktop computer in the office can now be done anywhere. ECSA is also committed to adapting the web and mobile computing to its own needs and those of its business partners. Staff now work with tablets to always have data and documentation at their fingertips. Business partners have on their personal portal the historical data of orders and deliveries, as well as technical and safety documentation of the products purchased. They can request quotes and send purchase orders. Even private customers, which are the traditional customers for heating oil, receive product promotions and notices of their next delivery on their smart phone.

### **Quality, Environment and Safety**



With the advent of new regulations on environmental protection aimed at pollution prevention (in 1991 the Confederation licensed, for example, the Ordinance on Protection against Major Accidents – OMA - regarding companies that deal with, deposit or transport large amounts of dangerous chemicals - substances, preparations, waste – or that can generate accident scenarios with serious consequences for the population and the environment) and the decision to achieve international quality recognition, ECSA has set as a target the consolidation of Quality, Environment and Safety criteria, thus providing an organic and vigorous structure - as well as official recognition - to a structure which already existed in the company. This entailed, from the second half of the decade, a long restructuring process and a comprehensive depot update. The bulk of the work focused on the Balerna depot, which was completed in 2003 with an investment that reached 18 million CHF. An internal structure for control and safety was enhanced, today employing 4 engineers, while for the maintenance of the plants, machinery, transport and service stations in Canton Ticino, the work is coordinated by 6 staff members including maintenance workers and mechanics.

### ***The ECSA safety system***

ECSA is at the forefront of safety due to the internal organization of the mimic panels and the different warehouses that allow us to check what happens in the company from an IT perspective. Each warehouse is equipped with a containment tank, each tank has technical data sheets. The safety system is state-of-the-art and is equipped with a remote alarm service connected to the fire department in accordance with OMA (Ordinance on Protection against Major Accidents) that identifies the hazards and assesses the company's risk factors. The focal points of the complex are monitored remotely.

### ***ECSA means quality***

ECSA is an ISO 9001:08 certified company. That is, it provides the best service to ensure customer satisfaction. To obtain this certification the business processes were divided into several areas (raw materials, warehouses, logistics, safety...) for each of which best practice was analysed to achieve the ultimate goal - customer satisfaction - which is constantly under the careful control of specific indicators. ECSA also adopted a management system and prepared a procedure manual which, in accordance with the laws, ensure continuous improvement of the business dynamics in full transparency and with the guarantee of absolute quality for the customer. The SQAS certification (Safety & Quality Assessment System) guarantees not only qualitative issues, but also safety and the environment. Finally, ECSA is part of the MyClimate program to offset carbon emissions and the Responsible Care program of the Science Industries (formerly Schweizerische Industrie Gesellschaft Chemische).

### ***Certifications and authorisations***

- ISO 9001:2008 (No. 14895) quality management system certification.
- Federal Organic Farming Ordinance (BIO Ordinance) certification for ECSA products and activities
- SQAS certificate: (Safety & Quality Assessment System) is a system to evaluate the quality of service, safety and environmental safety of suppliers/manufacturers, logistics service providers and chemical distributors in a uniform manner. It is carried out by independent assessors using a standard questionnaire including 700 questions broken up into different sections.
- Authorization to market drug precursors (EAN-L: 760100136626).
- Authorization to market wholesale medicinal products and to market medicines abroad

(No. 1008083).

- Authorization to produce and market feed additives (No. 12114).
- Authorization to collect special waste (No. 52420002).
- Authorization to accept special waste according to the Federal Ordinance on Movements of Waste (VeVA). Certificate of Conformity for ECSA storage for all the criteria and requirements set by the Ordinance against Major Accidents (OMA)
- Canton Ticino certificate of environmental protection

In 2011 Dun & Bradstreet Inc. recognized the Incorporated Company Emanuele Centonze as a "Top Rated Company", distinguished by its high level of financial stability and solvency. Only 2% of Swiss companies meet the requirements for such recognition.

## **Social Commitment**

ECSA is training 9 apprentices in various professions, and currently employs 2 people with disabilities. For its commitment in improving the living conditions of people with disabilities, in 2008 it received the FTIA Merit award (Canton Ticino Federation integration of disabled persons). ECSA is the first Swiss "industrial" company to have joined the "MyClimate" program to offset CO2 emissions, of which Carlo Centonze Jr., member of the Board, is the co-founder. ECSA signed a collective bargaining agreement in 1988.

## **Awards**

ECSA is active in the Advisory Committee of Science Industries (Pharmaceuticals and Biotechnology Chemistry Industry Association) of the chemical distributors group.

City of Chiasso sports award: for Emanuele Centonze Jr.'s work in the promotion of sport.