Cole-Parmer®
Delivering Solutions You Trust

Telephone: 847.549.7600
800.323.4340
Fax: 847.247.2929

Re: QUALITY SYSTEM, ETHICS and SAFETY

Dear Valued Customer:

This letter is in response to your request that Cole-Parmer complete a survey concerning our company and our quality system.

We have prepared this profile of our company and our quality systems stating the most common questions. This profile should address the majority of the information you requested.

The letter is divided into the following sections:

- Code of Business Conduct and Ethics
- Quality Policy
- Company Profile
- Operational Processes and Systems
- Customer Satisfaction Measurement
- Safety Policy

If you have additional questions that are not addressed in this profile, you may send them to me directly: mwhitake@coleparmer.com

Sincerely,

Michael Whitaker
Regulatory Compliance & Quality Manager
847.327.5501

COMPANY PROFILE AND QUALITY SYSTEM

CODE OF BUSINESS CONDUCT AND ETHICS

It is the policy of Cole-Parmer Instruments to require the highest standards of business ethics and integrity on the part of all employees and to comply with all applicable laws and regulations in the conduct of its business.

To that end, Cole-Parmer Instruments has adopted and implemented this Code of Business Conduct and Ethics (the “Code”). This Code is available on the Company’s intranet for all employees and is available to customers during a site audit.

All directors, officers and employees of the Company are responsible for reviewing this Code and certifying annually that he or she has reviewed and are in compliance with the Code.

Failure by an employee to comply with this Code will result in appropriate disciplinary action, which may include termination of employment.

COLE-PARMER QUALITY POLICY

Cole-Parmer is committed to providing quality products and services and quality performance to every customer, every time. We pledge to provide our customers with the following:

- High-quality products and services
- Accurate and clear advertisements
- The highest level of customer service before, during and after the sale
- Timely Delivery of all customer orders

COLE-PARMER COMPANY PROFILE

Shipping Address:
625 E. Bunker Ct.
Vernon Hills, IL. 60061-1844

Remittance Address:
13927 Collections Center Drive
Chicago IL 60693

Bank Reference
Bank of America NA
1401 Elm Street

Dallas TX 75202
Contact: Lorine Benton
404-607-5014 TEL
404-532-3336 FAX

EDI Parameters
We support up to ANSI X.12 4010
Value Added Network (VAN): GEIS

Software: Inovis EDI/400
Version 2 Release 11
Transaction sets 810, 850, 855, 860, 997
More info: contact our EDI Coordinator

Products and Services: Cole-Parmer is a supplier of scientific instruments for the worldwide research, industrial, and technical communities. We also provide calibration services traceable to NIST for several groups of instruments.

Phone number	800-323-4340	Main FAX number	847-247-2929
e-mail Address	Info@coleparmer.com	Web Site Address	www.coleparmer.com
Payment Terms	Net 30 days	Freight Terms	FOB Origin
Hours	7 am – 7 pm CST	Emergency Phone	NA
Date Business Began	January 1955	Incorporation Date	June 29, 1957
FEIN	36-2360953	CAGE Code	05668 FSCM
SIC	5049	NAICS	423490
D&B Rating	N/A	DUNS/CEC No	008852253
Gross Annual Sales	NA	Total floor space	268,883 Sq. Ft
Office area	92,488 Sq. Ft	Warehouse area	154,982 Sq. Ft
Storage area	21,413 Sq. Ft	Building Construction	Brick and mortar
Chairman & CEO	Bernd Brust	Cust. Service Manager	Jamie Robles
CFO & COO	Raj Asarpota	Manager, Warehouse Operations & Facilities	Mike Sesterhenn
Controller	Joe Straczek	Regulatory/QA/Safety, Manager	Mike Whitaker
Total # of Associates	~450	Ownership	Not women or minority
Business Size	Large	Public or Private	Private
Business Type	LLC	Discounts	Quantity (some items)
Union	No	Cognizant Agency	DCMDC
Government Inspection	Itinerant	FDA Registered	NA
ISO 9000 certification	No[1]		
[1]InnoCal™, a Division of Cole-Parmer®, is ISO/IEC 17025-2005 Accredited by A2LA (Cert.#1746.01) http://www.innocalsolutions.com/			

I. Management Responsibility / Document & Data Control

1. The Regulatory Compliance & Quality Manager oversees our Quality programs.
2. The Regulatory Compliance & Quality Manager reports to the Director of Service.
3. We have a group of key measurements called Key Business Metrics (KBM).
4. Senior management reviews the KBM's monthly.
5. KBM's are posted internally for all employees and visitors to monitor.
6. Departments control their own procedures, work instructions and records and are held accountable to the success of their respective KBM's.

II. Contract Review

1. We review all orders to be sure we can meet customer requirements.
2. We contact the customer to advise if we cannot meet any requirements.
3. For orders that cannot ship at once, we assign a promise date.
4. If we cannot ship by this date we contact the customer with a new promise date.
5. We can change an order, depending on the status of it in our system but only do so upon direct request of the customer.

III. Purchasing

1. When taking on a new vendor, we verify they will be able to support the product.
2. We evaluate our vendors monthly regarding nonconforming products and it is reported via the KBM -Supplier Performance Rating.
3. We issue purchase orders that include product description and specifications.

IV. Product ID & Traceability / Inspection & Test / Inspection & Test Status

1. We identify items we sell with discrete identification numbers.
2. We determine which items require traceability & require that of the manufacturer.
3. We check all new items for identification, quantity and visible damage.
4. We inspect stock if we believe the problem may be repeated.
5. We identify and segregate items that are being inspected so they will not mistakenly be shipped.

V. Handling, Storage, Packaging, Preservation & Delivery

1. We have methods of handling items that prevent damage.
2. We have methods of storing items that prevent damage and deterioration.
3. We have methods of packaging items that prevent damage and deterioration.
4. We control perishable items to assure that they will not deteriorate.
5. We maintain a "first in, first out" system of stock for those items requiring this management.

VI. Control of Customer Supplied Product / Servicing - InnoCal

1. We receive customer-supplied products for repair or calibration.
2. We have procedures to protect as well as service these customer-supplied products.

VII. Control of Inspection, Measuring & Test Equipment - InnoCal

1. Our calibration service conforms to the requirements in ISO 9002 section 4.11.
2. Our repair department conforms to the requirements in ISO 9002 section 4.11.
3. Our quality control conforms to the requirements in ISO 9002 section 4.11.
4. The American Association For Laboratory Accreditation (A2LA) accredits our calibration service, InnoCal™, a Division of Cole-Parmer®, to ISO/IEC 17025:2005; A2LA Certificate Number 1746.01. See: http://www.a2la.org/ for a current certificate. http://www.innocalsolutions.com/

VIII. Control of Nonconforming Product / Corrective & Preventive Action

1. Incoming nonconforming items are segregated within our facility referred to as the Problem Receipts Area.
2. We determine the disposition of items in the Problem Receipts Area.
3. A Product CAR (corrective action response) checks items in stock that might be nonconforming.
4. Anyone at Cole-Parmer may initiate a Product CAR.
5. Inventory Control and the QA Department checks product CARS.
6. QA and Purchasing determine the disposition of nonconforming items from stock.
7. The Regulatory Compliance QA Manager determines whether a CAR should be sent to a Supplier.
8. QA can flag future incoming items for QA inspection to assure conformance.
9. QA can flag incoming items for QA inspection to verify supplier corrective action.

IX. Control of Quality Records / Training / Continuous Improvement

1. We have a company retention policy for our records.
2. We have a standardized process for hiring and training new associates.
3. Our hiring process includes determination of training needs for each position.
4. Each department maintains training records for department associates.
5. We have a set of core values:

    - Integrity
    - Intensity
    - Innovation
    - Involvement

    These values are predominately displaced within our facility, and are clearly communicated by our managers in conversation, actions and performance reviews.

IX. Control of Quality Records / Training / Continuous Improvement (*continued*)

1. Cole-Parmer employs a continuous improvement program called Practical Process Improvement (PPI), developed by Edward Zunich.

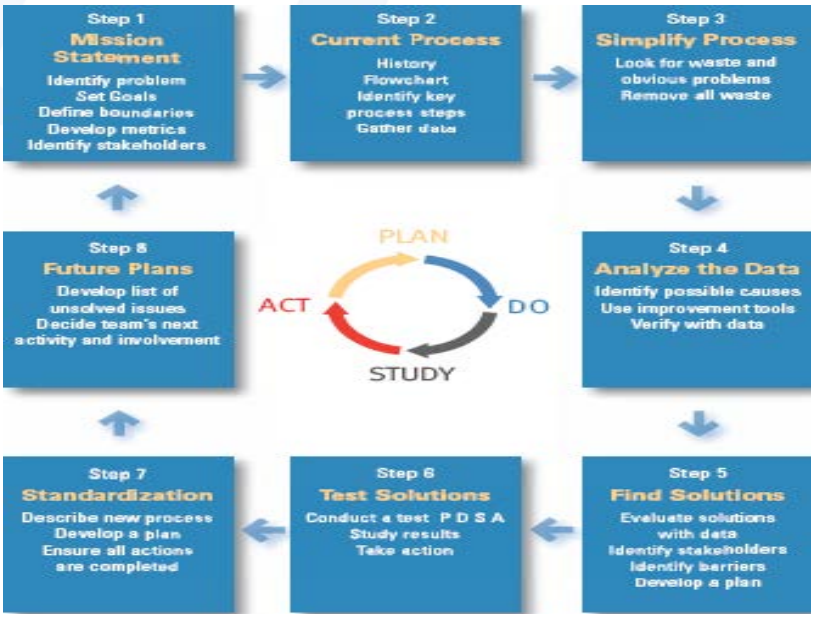
2. PPI is how we go about our daily business at Cole-Parmer. By transforming our work culture into a PPI environment – one in which we are continuously and proactively improving our processes, with our eye always on the customer and on costs – we ensure that our interaction with our customers is the best it can be.

3. Working in teams and using the 8-step methodology, employees are empowered to find and implement solutions themselves, thus eliminating organizational red tape and speeding up the improvement process. And, because we are using the common PPI methodology company-wide, we can more easily tap into best practices and the expertise that has been developed around similar processes at other sites.

4. PPI is both logical and simple. Using this hands-on methodology, teams learn proven tools and then immediately apply them to a real business problems aimed at improving the customer's experience.

5. Measurable results are key to process improvement. Our teams learn to collect data, analyze it to find a solution and then test the results using metrics. Once the solution has been proven effective, they implement it to achieve measurable improvements. Thereafter, the teams monitor the solution to ensure that the results are sustained.

6. The PPI 8-Step Methodology:



X. Design Control / Process Control / Statistical Techniques

1. Cole-Parmer Instruments is not a manufacturer. Our Barrington plant does design and manufacture fluid handling pump systems.
2. We have a procedure in place to alert customers who have requested notification of raw material or production changes, referred to a Critical Product Program.
3. Each department determines which statistical techniques to employ.
4. Our KBM (see Section I) measures performance in all operational areas.

CUSTOMER FEEDBACK MEASUREMENT

CUSTOMER SATISFACTION MEASUREMENT

We measure customer satisfaction monthly and refer to this measurement as our Customer Allegiance Score (CAS).

This program consists of the following:

- Our Allegiance Response Team (ART) is made up of members of key departments and they meet quarterly to:
    - Review data and responses
    - React to customer feedback and complaints
    - Recommends action to reduce impact of issues
    - Submits problems without solutions to PPI Steering Committee

SAFETY

SAFETY POLICY

Policy - It is the policy of Cole-Parmer Instruments to comply with all environmental, health, and safety laws and regulations applicable to its operations. The Company will conduct its business responsibly and in a manner intended to satisfy its environmental obligations and to protect the health and safety of its employees and neighbors.

Responsibility - Each manager with responsibility for a business unit, facility operations or other activity, product or service, is accountable for enforcing these policy in his or her area. In addition, they will develop and implement effective procedures to ensure compliance with applicable health, safety and environmental laws.