



Chemistry Industry Association of Canada      Association canadienne de l'industrie de la chimie

# RESPONSIBLE CARE<sup>®</sup>

## VERIFICATION REPORT

### NORFALCO SALES

*November 7 (Planning/Orientation)*

*December 5 and 6, 2017(visit)*

#### Disclaimer

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## EXECUTIVE SUMMARY

This report documents the observations and conclusions of the independent verification team tasked with conducting a Responsible Care Verification of NorFalco Sales. The verification was undertaken on December 5 and 6, 2017 and included team visits to Corporate Office 100 King Street West, Toronto. The verification team also conducted interviews with other company personnel and external stakeholders at locations the team was unable to visit. These included 3<sup>rd</sup> party terminals in Calmar, Alberta and Savannah, Georgia. This was the seventh Responsible Care verification completed for NorFalco Sales. The last verification was completed on November 19 and 20, 2013.

While considering all aspects of the Responsible Care Commitments during this verification the team placed an emphasis on conducting an in-depth examination of company aspects related to:

- Transportation specifically for marine
- Transportation specifically for rail
- Expectation of Companies with respect to Other Parties

NorFalco is a Glencore Company and a marketer and distributor of Sulphuric Acid predominantly for the North American market. Business functions are carried out through direct rail shipments, a third party distribution network of rail/truck transloading facilities and ship/barge vessel carriers. Responsible Care functions are administered by the Technical Risk Management Group (TRMG) who have a cross section of expertise in logistics, safety, customer service, transportation technology, quality and marketing. With 27 employees, NorFalco is one of the largest merchant marketers of sulphuric acid in North America, selling and distributing about 2 million tons per year. NorFalco's team approach is an excellent business model for Responsible Care.

The verification team chose marine transportation, rail transportation and oversight of third party terminals as its major focus areas. Marine transportation was chosen because the company has commenced a new business of importing sulphuric acid into two third party marine terminals in Savannah, GA and Houston, TX in addition to the outbound shipments from the Houston and Savannah marine terminals. As most new business ventures are on a learning curve, the verification team felt that a deep dive into this area may be timely and add value for the company. In addition, the verification team looked more closely into the company rail transportation management system. More details about the team's observations and comments are found below in the summary of the verification team observations and the body of the report.

As a result of the examination conducted, the verification team

**is of the opinion that the Responsible Care Ethic and Principles for Sustainability are guiding company decisions and actions, and that a self-healing management system is in place to drive continual improvement. The team believes that the company is capable of responding to the range of Works in Progress identified during the verification - summarized below and discussed in detail in the report. The verification is complete and no further involvement is required by the verification team.**

Signed:



Kristina Lee  
Verification Team Leader

Date: December 11, 2017