

PEOPLE PASSION INNOVATION

Company Profile



HEROFLON™
TECHNICAL FLUORINATED POLYMERS

ABOUT HEROFLON

Heroflon S.p.A., a sole-shareholder company of Daikin Industries Ltd., is a leading reality in the world of fluoropolymers and technical fluorinated compounds driven by a constant attitude towards innovation and customer satisfaction, always environmentally friendly, enhancing the talent of its employees, putting safety at the first place.

Established more than 34 years ago, as a family-based company, Heroflon grew up steadily and became a benchmark in terms of knowledge and capability in the production of special fluorinated products.

Now, counting on the support of 3 production sites, warehouses and sales offices in the UK, USA and Brazil, Heroflon is able to supply customers in more than 30 Countries around the world under the direction and co-ordination of Daikin Industries Ltd.

OUR STRATEGY

THE VISION

To be a global leader in the fluorinated and technical polymers market.

THE MISSION

To constantly strive for trustworthy customer partnership and satisfaction, supplying high-performing and 'tailor-made' products.

OUR TARGETS ARE TO:

- ✓ Consolidate our leadership in the fluorinated and technical polymers market
- ✓ Ensure company growth based on the key values of safety, quality, ethics and sustainability
- ✓ Constantly look into the future trends to innovate for the success of our customers
- ✓ Provide the requested high quality levels thanks to efficient and reliable industrial processes



THE VALUES



QUALITY AT MAXIMUM LEVELS

to meet our customer's expectations



FLEXIBILITY AND PROACTIVITY

to react promptly to customer's requests and to anticipate their needs



DEDICATION AND TOTAL COMMITMENT

in every single activity we perform, always thinking about the impact it could have



INNOVATIVE MINDSET AND CONTINUOUS RESEARCH

to develop products and solutions which are able to improve the business growth



ETHICS, SAFETY AND SUSTAINABILITY

to work responsibly and to foster collaboration

LOOK BACK TO BUILD THE FUTURE

1985

Establishment of the company, start-up of the production of PTFE Compounds, special Virgin PTFE grades and Mechanical Grades

1993

Significant investments to upgrade the production capacity according to the growing demand from customers

1998

Heroflon goes to USA: Sales Office and Warehouse open in New Jersey

2002

The Laboratory, focal point for the company innovation programs, is equipped with 'state-of-the-art' research instruments



1986

Start-up of the production of PTFE Micro-Powders

1995

The company obtains ISO 9001 certification for its Quality Management Systems

2001

Total renewal of Heroflon's main offices

2007

OHSAS 18001 certification is achieved for the Health and Safety Management System

2012

Heroflon goes to Brazil: Sales Office and Warehouse open in São Paulo

2016

The Heroflon Group is growing and introduces a new plant of about 4.000 square meters in Palazzolo sull'Oglio (Brescia) and a Sales Office and Warehouse opens in UK

2004

ISO 14001 certification is achieved for the Environmental Management System

2011

Heroflon becomes an S.p.A. and takes over the full ownership of I.G.S. S.r.l., leading company in PTFE requalification and reprocessing

2013

Start-up of the new product lines for Fluorothermoplastics and PEEK compounds as well as Fluorinated Colour Masterbatches

2017

Heroflon and I.G.S. become part of the Daikin Group

LEADERSHIP AND TEAMWORK...

...and trust, commitment, loyalty, professionalism, participation, cooperation. These are very important words for us. The people who work in an organization are the driving force for its success and growth. Since no company in the world could function and make business without people and manpower, we are totally convinced that human resources are the fundamental asset in our management system. And, if profitability and efficiency are strictly related to the employee's satisfaction and well-being, our target is to establish a worksite where enthusiasm and pride are easily noticed.

✓ INCLUSIVE AND INSPIRING ATMOSPHERE

We take special care to ensure the best working conditions, within a safe, harmonious and collaborative environment. Our aim is to make all employees feel welcomed in a stimulating and inspiring atmosphere.

✓ SHARING KNOWLEDGE, EMPOWERING TALENTS

We promote the personal growth of our staff, looking to the future by investing in young talents. We offer tomorrow's leaders the chance to acquire direct experience in the field giving them the possibility to work side by side with senior professionals.

✓ YOU GIVE TO ME, I GIVE TO YOU

Commitment, perseverance and loyalty must not be taken for granted. When people are reliable, dedicated and proactive in doing their work, it needs to be recognized by the company and rewarded. For this reason, we reserve to ambitious people the possibility to grow and to reach their fullest potential by offering new opportunities.

CORPORATE SOCIAL RESPONSIBILITY

Operating in a sustainable way means keeping in mind, during the whole process of managing a company, some fundamental concepts such as **quality, safety, ethics and environmental respect**.

Today more than ever, it is of primary importance for long term businesses to **act responsibly**: this implies to lead our Group towards a more sustainable tomorrow evaluating in advance the potential impact of every single action and to be aware that every key choice we take has an effect on the environment, on the local community and on all the people involved with the company business. In order to guarantee our commitment and our responsible approach we choose to align our **Integrated Management System to ISO standards**.

Our guidelines for a sustainable growth

- Always act in compliance with the law
- Take care of our employee's well-being, providing them with all necessary 'tools' to work under the best conditions
- Improve all our processes to minimize their impact on the environment
- Foster stable relations with the stakeholders
- Maintain the highest possible level of quality of our products gaining the full trust of our customers
- Act and communicate transparently

OUR CERTIFICATIONS

QUALITY: ISO 9001
 ENVIRONMENT: ISO 14001
 SAFETY: OHSAS 18001



Visit our website to read our **Corporate Policy** and **Ethical Code**: www.heroflon.com

HF LAB: RESEARCH, CONTROL AND INNOVATION

Our laboratory, managed by a team of **highly qualified technicians**, is equipped with **state-of-the-art analytical instruments**, and is the cornerstone of our **technical knowledge**. Here we transform ideas and projects on paper into real and **innovative solutions and products**. And, as well as doing **quality controls**, it is where our **Research & Development** experts run analysis, trials, application experiments, and anything else useful to create **new values**, for us and for our customers. The laboratory daily performs all necessary tests to verify the compliance of products with the required specifications.

The support guaranteed by the laboratory staff is crucial, as it assures a **constant exchange of information** with customers throughout the whole product development process, in order to ensure that the results meet the defined target values.

LABORATORY TESTS



✓ CHEMICAL ANALYSIS

- FT/IR spectroscopy
- Atomic absorption
- Gas chromatography

✓ THERMAL ANALYSIS

- DSC Differential Scanning Calorimetry
- TGA Thermal Gravimetric Analysis

✓ MECHANICAL PROPERTIES

- Tensile strength
- Elongation
- Hardness–Shore D
- Young's Modulus
- Deformation under load

✓ TRIBOLOGICAL ANALYSIS

- Coefficient of Friction
- Wear factor
- PV-Limit

✓ OPTICAL ANALYSIS

- Polarized light microscopy

✓ GRANULOMETRIC ANALYSIS

- Laser diffraction
- Calibrated sieves
- Hegman Test

✓ PHYSICAL PROPERTIES

- Specific gravity
- Bulk density
- MFI and MVI
- Coefficient of linear thermal expansion
- Diametric shrinkage
- Electrical conductivity

FACTS SPEAK FOR US

- OVER 34 years of history
- OVER 140 employees
- OVER 30 countries where Heroflon products are commercialized
- 3 production sites
- 3 local subsidiaries
- OVER 4.500 tons of fluorinated products produced each year
- OVER 250 customers
- OVER 25.000 square meters of production area
- OVER 30 different analytical tests performed in our laboratory
- OVER 12 industry segments
- OVER 1.600 formulations

HEROFLON AROUND THE WORLD

“Think global,
act local”

is the philosophy underlying our ‘Glocal’ approach. The origin of this concept is Japanese, it derives from the word *dochakuka* which means global localization. At the first it only referred to the farming techniques, and during the 80s it was applied also to the business management.

Globalization has come with the fall of boundaries and distances reduction, but we never forget that different cultures still remain, and our duty is to respect and bear the growth of local communities where our businesses are based.

Our sales offices and warehouses in USA (since 1998), Brazil (since 2012) and United Kingdom (since 2016) are the evidences of our international expansion process. Their activities, and the solid commercial partnerships established all over the world, give customers the excellent quality of our products with the advantage of shorter lead-times and a dedicated local customer service.



HEROFLON USA CORP.
SALES OFFICE
ORANGEBURG - NY

HF DO BRASIL LTDA.
SALES OFFICE
SÃO PAULO

HEROFLON UK
SALES OFFICE

ITALY
3 PRODUCTION SITES
HEROFLON COLLEBEATO (BS) - HQ
HEROFLON PALAZZOLO (BS)
HEROFLON ROVATO (BS)

WHAT IS PTFE?

PTFE - **Polytetrafluoroethylene** - is a polymer with several special intrinsic properties, making it perfectly suited to an infinite range of industrial and domestic applications.

- ✓ EXTREMELY TEMPERATURE RESISTANT
-200°+260°C (-392°+500° F)
- ✓ INTRINSICALLY NON-FLAMMABLE
- ✓ EXTREMELY RESISTANT TO CHEMICALS AND ULTRAVIOLET RADIATION
- ✓ WATER AND OIL PROOF
- ✓ EXCELLENT ELECTRICAL INSULATION
- ✓ NON-STICK AND ANTI-FOULING PROPERTIES
- ✓ LOW GAS PERMEABILITY
- ✓ WEATHER RESISTANCE
- ✓ LOW REFRACTIVE INDEX
- ✓ LOWEST COEFFICIENT OF FRICTION THAN ANY OTHER KNOWN PLASTIC MATERIAL

PRODUCTS

Our product portfolio includes 6 macro product families:



INDUSTRIES APPLICATIONS

-  AERONAUTICS
-  AEROSPACE
-  AUTOMOTIVE
-  BUILDING AND CONSTRUCTION
-  CHEMICAL PLANTS
-  ELECTRICAL AND ELECTRONICS
-  HEALTH AND BIOMEDICAL
-  HYDRAULIC
-  LUBRICATION
-  MECHANICS
-  PAINTS AND COATINGS
-  PLASTIC COMPOUNDING

REGULATIONS COMPLIANCY

Our attitude is to create and develop exclusive and custom-made solutions. We do this by being flexible and innovative in order to find the best fitting solution for our customer's needs.

When required, products are prepared to comply with the most common international standards, such as:

- ROHS
- WEEE
- Food Contact Compliancy (EU, FDA, etc.)
- REACH (SVHC)
- OSHA
- USP Class VI
- US 3A Sanitary Standard



HEROFLON S.p.A.
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to the direction and co-ordination
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