

Your trading partner  
around the world





# Integra is a leading global petrochemical trading company



Integra has built a leading position in global petrochemical trading since it started business as a European olefins trader in the late 1980s.

We offer a unique combination of global reach, fast and effective communication, technical skills, market knowledge and an absolute commitment to customer and supplier partnerships.

Our specialist logistical experience and expert market knowledge are applied to the benefit of our trading partners throughout the chemical industry, across the world.

We provide a complete service, from sourcing and acquiring the products required by our clients, to transporting and delivering them, wherever and whenever they are needed.

We can recognise and take advantage of short-term opportunities as quickly as the next trader. This is one of our strengths.

But so is building lasting relationships with our clients based on trust and understanding. To achieve this, we ensure we deliver consistently on our commitments, and we honour our word.

Adding value in the marketplace through the application of our skills and experience. Working with our clients to solve their sourcing and logistical problems. Remaining committed to the business through good times and bad.

*These are our core principles.*

## We know what's happening in the world right now...

*We have experienced, well-connected traders and operators in major trading hubs around the world who have expert knowledge of the business and are in constant contact with the markets and with each other.*

*We know what is happening as it happens, and we know what it will mean for our business and yours, both locally and globally. This combination of global reach, effective communication and informed judgement translates into a priceless resource for our customers.*

*A customer in North America found he had to ship an olefins cargo at short notice and needed to work fast to identify his best option. The job was passed to our Asian offices as the day ended in North America. The olefins markets in Asia were leading cfr prices at that time. However, we were quickly able to establish that despite the favourable pricing in Asia, shipping space would be difficult to obtain. The job was passed to Europe as the day continued in Asia. By the time North America reopened the next day it had been confirmed that the best option was to ship to Central America, taking advantage of particularly advantageous shipping rates that had been identified for prompt lifting.*

# An established global operator with the resources and experience you need



Integra has grown to become one of the world's leading petrochemical traders. We are a global operation, with our headquarters in Singapore, and offices in Beijing, Seoul, Brussels, Houston, Riyadh and Porto Alegre in Brazil, handling a wide range of petrochemicals gases and liquids.

As we have grown and built our business, we have also successfully diversified our portfolio.

Our bulk liquids and gases business is still core and a priority for growth, but these days we are also a significant player in other areas, such as intermediates and biofuels.

Our newest services are parcelling up/breaking bulk cargoes and delivery of product in ISO containers.

Diversification has not happened by accident. Nor was it reactive. Integra has grown and developed because we have anticipated changes in the market, evaluated their potential and taken action.

We are proud to have been at the forefront of the globalisation of the industry.

We have also broadened the scope of our activities in direct response to the specific needs of our customers. We not only work with customers to optimise freight costs by arranging geographic swaps of material, we also offer an integrated solution, from feedstocks, through intermediates, to derivatives.

Our initiatives with parcelling up and breaking of bulk cargoes have enabled us to open market access for smaller customers who otherwise would not have had the scale or international reach to participate.

Our early experience with the ISO container sector has shown it has great potential to increase the flexibility of supply solutions for clients facing logistical or transport-related constraints, for example those operating plants in remote locations where infrastructure development may lag industrial investment.

We are proud to be one of the largest global players in our market. But we are prouder still that the relationships and partnerships on which we built our original trading operations remain at the core of our business.

We continue to be a market leader in our chosen products. We continue to search out areas where we can use our expertise to expand our business, and your business.

## ... and we understand what it means for your business

*Our business is built on close connections and long-standing relationships across the globe. These are personal relationships. We have many major multinational customers, but our dealings are with individuals in those companies, and these are the connections that count.*

*This personal contact lies at the core of our ability to generate the market intelligence that gives us our edge. Our knowledge of different markets around the world is first hand and drawn from the people who know those markets best. A particular strength is our depth of knowledge about the markets of the fast-growing BRIC economies (Brazil, Russia, India and China).*

*For example, when global markets collapsed in Q4 2009, we were one of the very few traders still able to take product into China. We were able to do that purely because of the strength of our relationships and the trust we have built with our Chinese partners over many years.*



We are committed to working with our clients at the most personal level. Our goal is unchanged – when we work with you we aim to be more than just a trader, we aim to be your partner in achieving a total supply solution.

# What we can do for you



The real service we are able to offer you – the client – is our ability to combine our global resource, our experience and expertise, our skills and knowledge, and provide the best solution to your specific problem.

We list here the range of products we handle on a regular basis and the individual services we offer, to illustrate the breadth and extent of our business.

If you are not sure if we can help with your specific requirement, then please ask us. The chances are, we can.

## Our products

### Olefins

Butadiene, Butene-1, Crude C4, Ethylene, Isobutylene, Propylene, Raffinate-1, -2, and -3

### Aromatics

Acetone, Benzene, Cumene, Cyclohexanol, Cyclohexanone, C9, Heavy Aromatics, Styrene, Toluene, Phenol, Pyrolysis Gasoline (Pygas), Xylenes

### Chlor alkali

Caustic Soda, Ethylene Dichloride (EDC), Vinyl Chloride Monomer (VCM)

### Alcohols and Intermediates

Aniline Oil, Acrylonitrile, Diethylene Glycol (DEG), Epichlorohydrin, Ethanol, 2-Ethyl Hexanol (2-EH), Isobutyl Alcohol (IBA), Methanol, Monoethylene Glycol (MEG), n-Butyl Alcohol (NBA), Purified Terephthalic Acid (PTA)

### Polymers

Polyethylene (PE), Polypropylene, (PP), Polystyrene (PS), Polyvinyl Chloride (PVC)

### Feedstock and Fuels

Condensates, Fuel Additives, Gas Oil, Liquefied Petroleum Gas (LPG), MTBE, Naphtha, TAME

## Our Services

Buying and Selling Chemicals

Chartering

Storage and Terminalling

Inventory Management

Logistics and Operations

Risk Management

## We can hedge your financial risk

*Many people think traders are risk takers. This is not the case – or at least not for Integra. We are highly risk averse. Our business is built on our ability to manage and minimise risk. This expertise is one of the core competencies we are able to share with our customers. When we handle your business, you benefit from this expertise, directly or indirectly.*

*For example, we have become highly skilled in the use of financial hedging mechanisms and we frequently use this expertise to manage the financial risk of a deal for our customers.*

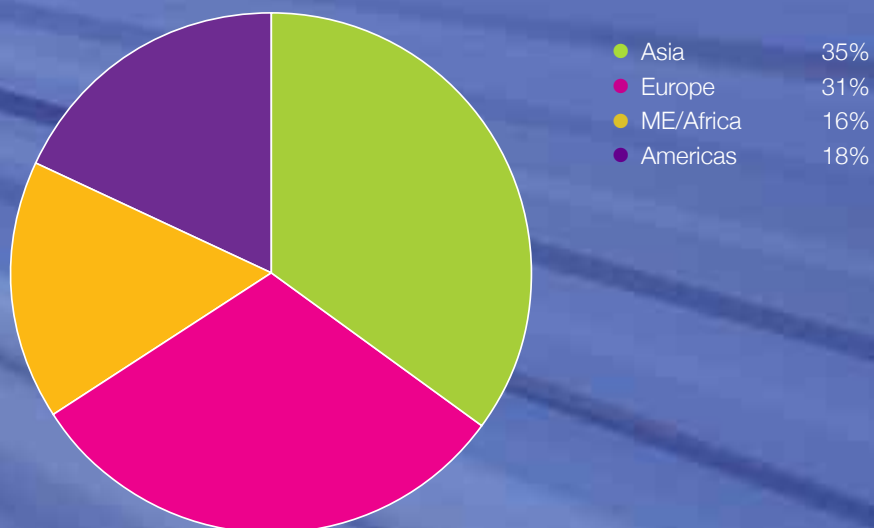
*Often an upstream monomer producer may need to lock the price of his product to that of a key feedstock such as naphtha, while a downstream polymer producer needs to guarantee a fixed price for the monomer he buys because of the long-term contracts he is required to fulfil by his customers, the manufacturers of final products.*

*Both positions are reasonable for each party, but too risky for the other to consider. We can handle this risk on behalf of our customer, whether it's the buyer or seller in this example, agreeing to buy material on the basis of variable pricing and sell it on a fixed price basis, and using our hedging expertise to ensure the intrinsic risk in the transaction is effectively managed.*



## Facts and Figures

### Trading Regions



# More than just a trader



Integra has always set out to be more than just a trader to its customers.

We do not simply source the material. We do not only look to get the best price. We aim to work with you, to provide a total solution that meets your specific requirements.

And we have a track record second to none when it comes to meeting the challenges that matter for your business.

As our customer or our supplier of material, we offer you individually tailored transportation and assurance that the quality of product you ship is the quality of product that will be received. This is our commitment and the basis of our partnerships.

The level of service we are able to provide is a direct result of the ability, experience and training of our staff.

Most of our traders have joined Integra from large petrochemical companies or shipowners. More than a third of our commercial staff work on the logistics

and distribution side of the operation. All Integra personnel are acutely aware of our responsibility to you, our client, in all aspects of the transaction.

We know that it matters that deadlines are met, and that paperwork is prepared correctly and on time. And we understand that it is essential that we keep you fully informed at every stage of the process.

We are committed to ensuring the knowledge and skills of all Integra staff are kept at the forefront of current best practice.

All staff undergo appropriate training on a regular basis.

*But we do not stop there...*

## We know how to manage your physical risk

*We are also highly adept at managing physical risk. Our experience and track record in handling transport and logistics arrangements give us an edge in our business, and ensure that any risk to your product in transit is minimised and managed.*

*For example, Integra works very closely with insurance and shipping markets globally. We have underwriting and insurance staff in different maritime centres from Lloyds in London to experts in Oslo, Rotterdam, Singapore and Hong Kong.*

*This means that Integra understands the complex insurance situation that covers cargo, ship, freight, and pollution and the other liabilities and risks involved in shipping petrochemical cargoes around the world. We ensure that the ships and cargoes we use are insured in the best and most cost effective manner possible. Whether it is the risk of collision, pirates or contamination, we have experts with years of experience in dealing with maritime issues and risk.*

*For example, when it comes to the pirate zone around Somalia, to help our customers in the region, we have chosen to minimise the risk by drawing on our experience and knowledge by working with experienced ship owners and by selecting larger ships that sit higher in the water and are able to move faster; or by booking whole vessels that only carry our cargoes and sail part-loaded. These are more expensive solutions in terms of shipping costs, but they mean the preferred routes and destinations remain open for our customers at an acceptable level of risk.*





All personnel, including administration and support staff, undergo training at an appropriate level in the chemistry of the materials we handle.

# Uniquely connected in real time to stay ahead



We work hard to ensure we communicate effectively and regularly, sharing local and market information throughout the whole Integra team.

In today's world, success frequently hinges on the ability to recognise, assess and seize opportunities as they arise. The extent and effectiveness of our global interconnectivity and our ability to react promptly and appropriately as a global team has become one of our greatest strengths.

We continue to invest to ensure our communication channels remain fast, efficient, effective and capable of producing the best and most timely outcomes for our customers.

As a matter of policy, members of our operations team regularly spend time at different Integra offices around the world so they are fully experienced in the different market conditions and requirements.

Our shipping experts are in constant contact with shipowners worldwide and are specialised by product area, not by a focus on a specific region.

The result is a unique body of global knowledge and experience and a depth of understanding of global chemical markets that can only be earned through years of working in the field.

This is what we can bring to bear for the benefit of your business.

Combined with a sophisticated information gathering process that ensures real-time market knowledge, we provide a total supply solution, whether this means finding the product, transporting it, unloading it, or storing it.

## We can optimise your transport costs

*Our understanding of how the shipping industry works also enables us to optimise costs and minimise delays while a product is being shipped. A number of our operations team came to us from the shipping and logistics industry. This means we are able to work effectively with ship inspectors and owners, providing appropriate instructions when we charter vessel space and providing a full brief when product is loaded.*

*We make it a point to stay in contact with a ship on a daily basis when we have cargo aboard. We are also able to track our ships by satellite. So we always know where they are now and where they plan to go next. This means we can manage and minimise the incidental costs that can arise during a voyage as a result of delays or route changes.*



Whatever you need, Integra has the skills, experience and global resource to help you achieve it. This is our unique trademark in the global chemical trading market.



# Integra in the community



## Values

Honesty, integrity, accountability, excellence and respect – these are the values that lie at the heart of how Integra does business.

Our priority is to achieve excellence for ourselves by achieving excellence for our customers, and to behave responsibly and with respect towards our employees, our local communities, and society as a whole.

We believe in equal opportunity, training, and career development for all employees. We do not permit discrimination on any grounds, whether age, gender, race, religion, sexual orientation or nationality.

## Environmental responsibility

The transportation of chemicals is a specialised business.

That is why we insist on ensuring we are fully qualified to handle our obligations in arranging your transportation requirements. We ensure our staff undergo regular training to stay up to date with the latest legal requirements and obligations of best industry practice. It's why our experience in logistics, distribution and handling is a core part of the service we provide, not an add-on.

We also understand that it is not enough to simply follow the law to the letter. We expect to do whatever it takes to ensure all risks are minimised in handling and shipping your product. When you sign an agreement with us, you will find you are working with a dedicated Integra team who will see your job through from start to finish.

## Social responsibility

Our responsibilities as a global company extend beyond ensuring that we conduct our business in the most professional and responsible manner possible. We believe it is our obligation to contribute to the local communities in which we operate, and to society at large.

We make regular financial contributions to selected projects, and we also contribute our management and organisational skills to support the activities of voluntary organisations.

Staff at our Singapore headquarters and at our offices around the world are actively encouraged to identify and recommend appropriate activities that Integra can participate in for the good of the local community.

## With us you can play 'above your weight' in international markets...

*One of our areas of expertise is in putting together multiple cargoes to make a single shipment (parcelling up) and, on arrival, in breaking down large-volume shipments into smaller deliveries (breaking bulk). The fuller the ship, the lower the costs and the more economic the freight charges. Conversely, without a sufficient level of loading, it may not be economically viable for a ship to sail. Our ability to parcel up a full load may be the deciding factor in whether your product can move or not.*

*This has been particularly beneficial for smaller customers who may not have the scale of operation, geographic reach or size of requirement to operate alone in large-volume international markets. In many cases we have been able to give these customers access to these markets and the cost benefits they bring for the first time.*

*It can also create new market opportunities where they did not previously exist. For example, we have often been able to parcel up a shipment that is large enough to reduce costs to the point where an arbitrage window can be opened. Integra has a particularly strong track record in opening arbitrage, and is usually the first or second through the window when it arises.*



Honesty, integrity, accountability, excellence and respect – these are the values that lie at the heart of how Integra does business.

# Integra offices and headquarters



## ...or bridge your supply gap

*We are happy to apply these skills outside our normal business remit if they can be used to the advantage of a customer with a one-off requirement. We are also ready and willing to consider new methods and options if they enable us to find the solutions you need.*

*We are actively growing our participation in the iso-tank sector, enabling us to work with customers in chemical intermediates and specialities markets where the volumes involved tend to be small and the logistics and infrastructure available may be limited.*

*For example, we have been able to help customers who have started up new stand-alone facilities in remote areas in advance of the infrastructure and supply-chain resources they expect to be able to rely on in future. In the interim, we are able to bring in raw materials or move out product, enabling them to run their plant when it is completed rather than incurring the costs of a delay.*

*In one case, we agreed to source and supply coolants to enable a plant to operate before parallel infrastructure had been completed. We are not normally in the business of supplying operating materials rather than feedstocks, but in this case our skills were what the customer required to bridge his supply gap, and we were happy to oblige.*

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