

A conversation with Andreas Schindele, CEO FrankenChemie GmbH & Co. KG

EURO COSMETICS: *For more than 30 years, you have supplied producing industry, among other things in the personal care sector. What range of products do you sell?*

Andreas Schindele: As the exclusive partner of Evonik Nutrition & Care GmbH we sell the entire personal care portfolio. With outstanding and secure raw materials, we can serve a very broad spectrum of applications. We complete these offerings with other suppliers' raw materials in the areas of preservatives, plant oils, and wax. Thus we offer customers the whole spectrum of raw materials that are required for the manufacture of high-quality cosmetics.

EURO COSMETICS: *And what special services can you offer your customers?*

Andreas Schindele: With our small package filling, which is certified according to the GMP cosmetics standard, we enable smaller customers to put their products on the market successfully. In addition, we offer all customers technical services in our laboratory. We regard ourselves not only as a supplier, also as a service provider. Therefore, our focus is on expert, quick, and reliable support and advising of our customers.

EURO COSMETICS: *What has changed for you since you took over management of the company?*

Andreas Schindele: The average age of the managers has dropped well below the 60 mark (laughs). But surely that was not the point of your question. In our core competency, trade in chemical raw materials, we have focused on the quality aspect. Thanks to our investment in a GMP-certified filling system, we offer consistently high quality of the filled products. We have also intensified communication with our customers across all communication channels. And last but not least, I should mention the continuous expansion of our portfolio of raw materials.



Andreas Schindele, CEO FrankenChemie GmbH & Co. KG

EURO COSMETICS: *You are known for your quality demands. What do you do to achieve high quality and how do your customers profit from it?*

Andreas Schindele: First, it is important to emphasize that in the selection of our raw materials suppliers, we pay attention to the highest quality and reliability. As an advising company, we also build on our employees' knowledge and expertise. Here we constantly invest in the development of our customer assistance technicians. At the moment, we are in the process of expanding our team so that we will be able to provide our customers with more and intensive advising on-site. Absolutely also worth mentioning is that we are always optimizing ourselves and our processes; in the process, we blaze new paths in order to adapt our services to our customers' needs – as the saying goes, better is the enemy of good!

EURO COSMETICS: *Your application laboratory also plays a central role here. What are the advantages of this?*

Andreas Schindele: We are able to advise

our customers very well in a very professional environment. This includes, among other things, workshops at our company. And the possibility for our product specialists to develop solutions in response to customer questions and thus to be able to offer solutions for difficult problems is increasingly important.



EURO COSMETICS: *“Green cosmetics” have become an indispensable part of business and are in greater demand. What alternatives can you offer here?*

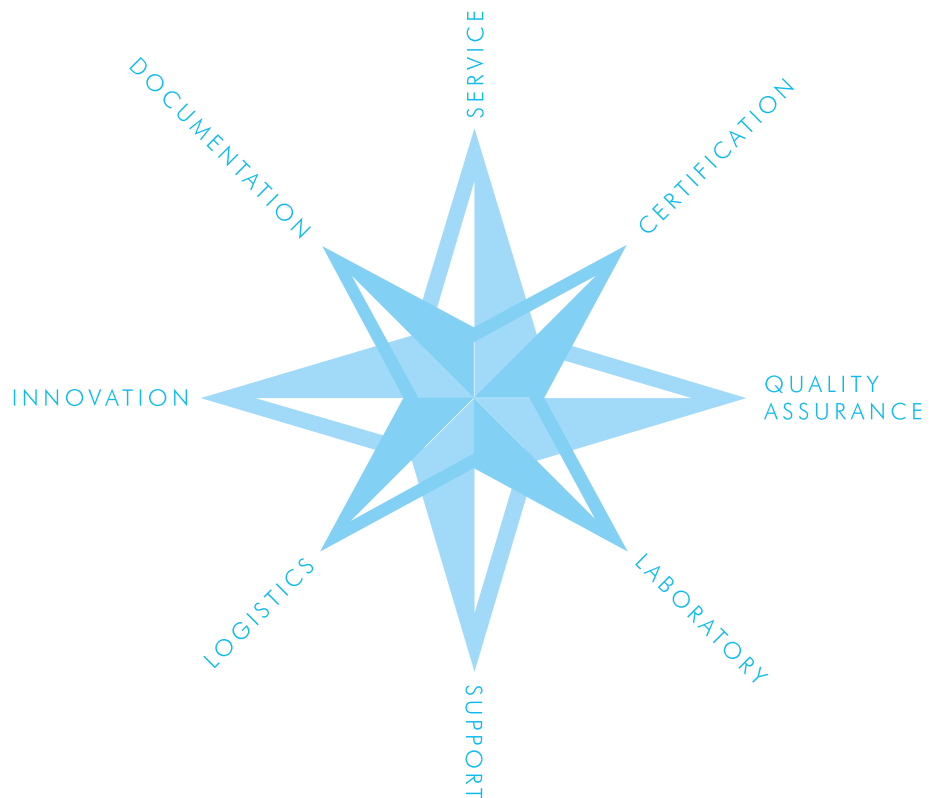
Andreas Schindele: It will be difficult given consumers’ unchanged purchasing behavior to find alternative products that can be manufactured adhering to high social standards and that are pure in ecological and biological terms. The problem here is land use and growth in monocultures. In our view, technological innovations for the sustainable and resource-sparing manufacture and procurement of raw materials may not be neglected. This topic is a great challenge, also from a business perspective, and we will have to take many additional steps. Enzymatic production processes are one example of resource-sparing processing of raw materials.

EURO COSMETICS: *And sustainability is also an important factor. What are you doing here?*

Andreas Schindele: We define sustainability in broad fashion: Which allows a society to exist in the long term is sustainable. Here the concerns are the environment, company success, and social justice, just to name a few keywords. Viewed this way, in our opinion we are already incorporating sustainability into much of our thinking. In the interaction with our employees, the strategic orientation of FrankenChemie, raw materials, and how we can save energy; the topic of sustainability is on our minds in all areas at our company. Precisely when it comes to saving energy, we have scored points since 2014 with our highly-efficient 80 kWp photovoltaic system.

EURO COSMETICS: *Are there other products that will secure the future for your company?*

Andreas Schindele: The raw materials we handle that are made of palm oil come from Evonik and are certified step by step according to the RSPO guidelines. And we have joined this certification process. We are convinced that this measure, whether in the cosmetics sector or in the food industry, will be rewarded with a long-term



change in consumer behavior. Only this way can the global problem of cultivation areas be influenced positively.

EURO COSMETICS: *For many customers, the topic of transparency in the processes of raw material manufacture is also quite significant. What can you offer them here?*

Andreas Schindele: To us, transparency is not just a marketing buzzword, but the basis for cooperation based on trust. This is why we support our customers with all of our knowledge of the products and associated processes. Only this way they can formulate their products and present them successfully on the market.

EURO COSMETICS: *What's new in your portfolio?*

Andreas Schindele: Here I would like to point out our new raw materials, which we will present at Cosmetic Business: TEGO® Solve 55, a solubilizer for perfume and essential oils; Stabil Zero and KEM NAT β are innovative preservatives; Xanthan GUM transparent, an outstanding gelling agent and consistency enhancer, and TEGO® Cosmo C 100, which was recently promot-

ed at in-cosmetics under the aspect “The Hairarchitect.”

EURO COSMETICS: *What trends do you see for the future?*

Andreas Schindele: We have already discussed the most important market trends such as sustainability and green products. At FrankenChemie, in the next few years we will focus on personnel development, the expansion of our product portfolio, and, now as before, customer satisfaction will be our foremost concern.

We thank you for the conversation. ■