



Who we are:

RDAbbott Canada Ltd. ("RDAbbott")
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www.RDAbbott.ca

Key employees and contacts:

- Keith Thomas, CEO:
KThomas@RDAbbott.com
- Jim Cottington, VP of Operations:
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- Jennifer Perez, Chief of Staff:
JP@RDAbbott.com
- Brian Barbre, Director of Finance:
Brian.Barbre@RDAbbott.com
- Lincoln Gilmour, Director of Business Development:
LGilmour@RDAbbott.com
- Mat Dove, VP of Sales & Marketing: Mat.Dove@RDAbbott.com
- David Lalancette, Sales Manager: David.Lalancette@RDAbbott.com
- Renee Marshall, HR Director: Renee.Marshall@RDAbbott.com
- Customer Service: CS@RDAbbott.ca (For quotes, purchase orders, and follow up)
- Accounts Receivable: AR@RDAbbott.ca
- Accounts Payable: AP@RDAbbott.ca

What we do:

Scope of business: The design and development, sales, light manufacturing, warehousing, and distribution of rubber chemicals.

Quality:

ISO 9001:2015 Certified; Originally Registered: 10/18/13; Latest Issue Date: 01/22/24; Expiration Date: 01/21/27

Other industry/government numbers:

GST/HST #: 723173910 RT0001
QST #: 1226200653
PST #: PST-1107-4331

FAQs:

- What is the retention period for customer documents? 10 years (per our Quality Management System).
- Where do I send a request for USMCA? Email Survey@RDAbbott.com
- Where do I request declarations for regulatory (e.g., REACH, RoHS, Conflict Minerals)? Email Survey@RDAbbott.com
- Does the company have a Quality Management System? If so, is it certified? YES, certified to ISO 9001:2015.
- Does the company have written procedures for quality related activities? YES
- Does the company have an authorized supplier list? YES
- Does the company periodically evaluate its suppliers? YES
- Does the company have a training process? YES
- Are incoming raw materials verified for conformance? YES
- Does the company have calibration procedures? If so, are they in accordance with the certified Quality Management System? YES
- Does the company conduct internal quality audits by qualified personnel? YES
- Does the company maintain records of continuous improvement activities? YES

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FAQs (Continued):

- Are purchase orders reviewed and confirmed prior to processing? YES
- Are orders reviewed and verified prior to shipping? YES
- Does the company have a written policy regarding non-conforming product? YES
- Does the company regularly evaluate supply chain to mitigate risk? YES
- What inventory method does the company follow? FEFO (First Expired-First Out)
- Does the company have a code of conduct and train employees to it? YES
- Does the company have anti-bribery/anti-corruption policies that apply to its business and employees, and does it train employees to it? YES
- Does the company have antitrust/unfair competition policies applicable to its business and employees and does it train employees to it? YES
- Does the company maintain its books and records in accordance with GAAP, IFRS, or recognized accounting standards in its home country? YES
- Does the company have a policy/procedure to ensure compliance with environmental regulations? YES
- Has the company been found to violate any environmental related laws? NO
- Has the company been found to have violated any labor and human rights regulations? NO
- Has the company filed bankruptcy? NO
- Does the company carry insurance coverage? YES
- Does the company accept electronic payments? YES
- Does the company use Conflict Minerals (gold, tantalum, tin, tungsten) that originate in the Democratic Republic of Congo (DRC) in your products or production processes? NO
- Does your company have processes to evaluate qualified suppliers to ensure consistent quality of products or services? YES
- Does your company have a parent company? R.D. Abbott Co., Inc. is the parent company for R.D. Abbott de México S. de R.L. de C.V., RDAbbott Canada, Ltd., and Novation Solutions (NovationSi)
- Does your company approve credit terms of payment? YES. Upon receipt of your first order and credit application, we'll review your payment preferences and provide notification of the approved terms. Credit card and EFT payment options are also available upon request.

Should you need any further information, please contact Jennifer Perez, Interim Director of Quality, at JP@RDAbbott.com.

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