

# Company Overview



The Right Partner  
Makes All the Difference™



Mercantile Development, Inc., Home of *The Wiper Specialists*®  
**The Trusted Source for Critical Cleaning Towels & Wipes**

A partnership with MDI means you've got the complete package: an experienced, certified diverse supplier with state-of-the-art manufacturing operations and an unparalleled commitment to total customer satisfaction and customized solutions that delivers value to your business and throughout your supply chain.

#### ▶ **ABOUT MERCANTILE DEVELOPMENT**

MDI is a full-line manufacturer of professional grade nonwoven wiping products designed for critical cleaning applications. Our experienced specialists consult with stakeholders to truly understand work processes and identify the right product for the environment, at the lowest cost in use. We delight in collaborating with customers to create solutions that increase efficiencies or reduce consumption while never losing sight of protecting people and processes.

Family owned and operated for three generations, MDI is dedicated to delivering outstanding products, value and service to partners worldwide. It is our mission to exceed customer expectations and to build working relationships with integrity.

PRO-SERIES® is MDI's proprietary wiper brand proudly made in the USA at our 140,000 square foot Connecticut-based manufacturing facility. MDI is a certified small business, WBENC-Certified WBE, and is ISO 9001:2015 certified for the design, manufacture and sale of nonwoven wiping products.

#### ▶ **SCALABLE INFRASTRUCTURE**

MDI's owner-operators have a long history and an ongoing commitment to reinvesting in the business. From training and safety programs, to facilities and converting equipment, to robust ERP and MES systems, the company is well-positioned for sustainable growth.

We pride ourselves on the extraordinary service provided by our in-house customer support and marketing teams and an established consultative sales force and distributor network. We are an agile organization by design, ready to grow with our customers.

*Our*  
**R • E • C • I • P • E**  
*for Success*

#### **Reach for Excellence**

*Driven by a passion for progress, we are united in our mission to improve each and every day as we strive for operational excellence.*

#### **Energy Fuels Momentum**

*Our team's enthusiasm shines through in the way we walk, talk and interact with others. This positive energy creates a dynamic environment that fuels our collective momentum.*



## ▶ WIPERS ARE CRITICAL CLEANING TOOLS

Process-integrated wiping in the workplace requires task-specific products that are protective of people, product and equipment. MDI offers a complete range of nonwoven materials in its PRO-SERIES line that are designed for use in critical cleaning applications in workplaces worldwide including:

- Clean manufacturing such as pharmaceutical, electronics, medical device and general industrial
- Aerospace and automotive manufacturing, maintenance and repair
- Agribusiness and foodservice establishments
- Healthcare settings such as hospitals, surgery centers, and alternate care clinics



## ▶ SUPPLY CHAIN INTEGRATION EXPERTISE

Our team can facilitate a seamless integration with your existing supply chain. With decades of experience working with distribution partners we can leverage long-standing relationships, or create new ones, to best serve customer needs. Our logistics professionals will arrange for the most appropriate product delivery method whether drop-shipping direct to your production site or working through your preferred tier 1 provider of indirect supplies.

### Contribution Matters

Ours is a company of bright individuals who respond to challenges with expertise, agility and creativity. Everyone's contribution impacts the success of the team. Our ability to accomplish great things requires personal connections, respectful listening and the sharing of ideas.

### Integrity is Our Guide

Integrity will always be our guide and is central to our mission. We believe in accountability, keeping commitments, and never compromising our principles.

### Partnership-Focused

We delight in cultivating long-lasting, authentic relationships with suppliers and customers that are rooted in mutual respect, aligned values and trust.

### Extraordinary Experiences

Our goal is to deliver a customized, personalized and extraordinary customer experience. We achieve this with curious minds for discovery, a keen eye for innovation, hard work and attention to detail.

## A Passion for People

MDI believes in creating career paths for the next generation workforce by investing in ongoing training and programming for our manufacturing team. We are proud to offer learning opportunities such as our Apprenticeship Program that help our talented employees gain the necessary skills for career progression.



**Charles Gill,**  
Lead Operator Apprentice

“ I was hired at MDI as a machine operator. My responsibilities have grown to include shop floor administration and material testing in our quality lab. Now I'm designing a new machine operator training program. ”

## ▶ SUSTAINABILITY THROUGH RESPONSIBLE BUSINESS PRACTICES

We believe in responsibly using resources for the benefit of future generations. Through the implementation of sustainable business and manufacturing practices, we strive to conduct our operations in a manner that minimizes environmental stress and creates a safe and healthy workplace for employees. We are committed to procuring responsibly, operating conscientiously, manufacturing efficiently and packaging optimally.

*Our headquarters is powered by a 325kW rooftop solar array, supplying more than half of MDI's power needs from the sun and reducing our carbon footprint by 560 metric tons of CO<sub>2</sub> annually.*





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Certificate # 6865

**Proudly made  
in the USA** ★

**DUNS:** 001826098  
**CAGE CODE:** 3MHK3  
**EIN:** 131829483  
**NAICS CODE:** 322299

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### INNOVATION LEADERSHIP

MDI is proud to be an industry leader in reducing corrugated waste. By replacing outer boxes with heavy duty recyclable shrink-wrap we successfully reduced the environmental impact for jumbo roll, tote box and pop-up box PRO-SERIES items. The team at MDI loves bringing ideas to life that make a big impact for customers like Houston Metro who are committed to making sustainable choices.

Another big idea from MDI is our unique Perf-Pak™ poly packs. Individually labeled with lot number and bar code, these packs allow for inventory control at the unit level. A distinct perforated opening allows for one-at-a-time dispensing to ensure unused wipers stay clean while helping control consumption.

# A+

### HOUSTON METRO

According to industry statistics, by purchasing MDI 98303 in bundle packaging rather than a traditional corrugated master case you saved:

- 2 tons of cardboard waste
- 760 gallons of oil
- 8000 kW hours of energy
- 14,000 gallons of water
- 34 trees that will absorb 500 lb. of CO<sub>2</sub>
- And eliminated 3,000 lb. of CO<sub>2</sub> from being generated at an incineration plant

Congratulations and THANK YOU from the MDI team!

### A COLLABORATION SUCCESS STORY

Using the right wiper for critical tasks is an important factor in risk mitigation, waste reduction and cost savings strategies. And we love when collaboration with our customers results in solutions that meet business needs and reduce consumption!

“It's great to see something positive come of an idea that just makes sense... I looked back at our history and since we've changed to the new wipe, we've reduced consumption by over 2000 boxes/year, or about a 15% reduction... Stated another way, this prevented us from throwing away nearly 500,000 wipes.”

—Sikorsky Tooling Services Manager

### COMMUNITY ACCOLADES

For over 70 years, this family owned and operated business has been an important contributor to Connecticut's strong manufacturing economy ... and their commitment to training the next generation of manufacturers right here in Connecticut will ensure our state continues to stay competitive in this industry.

— Chris Murphy, U.S. Senator for Connecticut

