

Ashland Inc.

Sustainability Overview

Ashland Inc.
50 East RiverCenter Boulevard
Covington, KY 41011-1678

CEO statement (GRI 1.1)

Since the sale of our petroleum refining assets in 2005, followed by the paving and construction business in 2006, we have been on a journey to change Ashland in very substantial ways. With the acquisition of Hercules Incorporated on Nov. 13, 2008, we took a significant step forward in achieving our objective to create a major, global specialty chemicals company.

Ashland is committed to corporate social responsibility and sustainable development. For the past several years, we have been pursuing ways to reduce our historical reliance on solvent-based chemistries and to expand our offerings for customers seeking products developed with renewable or sustainable chemistries. Ashland was the first to offer a soy-based resin with our Envirez® resin line and our pursuit of renewable and sustainable alternatives has provided strategic underpinning for our recent acquisitions.

Our 2006 purchase of Northwest Coatings added to our ultra-violet and electron-beam curing technologies for coatings. In 2008, we acquired water-based emulsion technology to complement our pressure sensitive adhesive offerings. Most significantly, in 2008, we acquired Hercules to expand our water treatment business and add water rheology modification capabilities. A significant portion of Hercules' chemistry is sustainable, derived from cellulose (cotton linters and pine stumps). As such, post-acquisition, more than one-third of Ashland profitability will be derived from sustainable chemistry.

We believe delivering sustainable chemistry and offering alternatives is important to our customers, as it is to Ashland, and pursuing such advancements toward sustainability is consistent with our ongoing commitment to Responsible Care*.

Ashland has a long history as a Responsible Care company and we are committed to our goals of zero-incident performance, 100-percent compliance and reducing environmental impact. Responsibly supplying specialty chemicals to our global customers is a great challenge, but one that our employees accept every day.

Our commitment to corporate responsibility and our commitment to profitability and shareholder value are

mutually reinforcing. We believe that the time is right to widen the scope of our efforts to include broader goals for sustainability.



Sincerely,
James J. O'Brien
Chairman and CEO
Ashland Inc.

Corporate responsibility

Corporate responsibility and sustainability are important in all of Ashland's business activities. This sustainability overview will highlight our efforts to find the best balance between environmental, social and economic needs.

Complete metrics for the acquired Hercules operations are not included in this overview. For reference, on page 9 of this report are key Hercules metrics for 2008. Hercules was acquired in late 2008 and operated as a separate company from Ashland for most of the year.

Steps toward sustainability

Ashland is taking strides under the Global Reporting Initiative (GRI) guidelines to inform its stakeholders in a systematic, transparent manner on its sustainability performance. GRI is a nonprofit organization that provides companies with a system for disclosure regarding sustainability performance.

GRI is the world's most widely used sustainability reporting framework. The framework adheres to the highest degree of technical quality, credibility and relevance for defining economic, environmental and social performance.

GRI Application Level C

Ashland is moving forward with tracking and reporting sustainability metrics. This report is an overview of Ashland's efforts using GRI's 2006 G3 guidelines at

Application Level C. Please refer to GRI's Web site, www.globalreporting.org, for more details. Application of the guidelines at Level C requires information pertaining to the following:

- Company profile disclosure using GRI sections 1.1, 2.1-2.10, 3.1-3.8, 3.10-3.12, 4.1-4.4, 4.14-4.15
- Company performance information for 10 of the G3 indicators. Ashland has selected these 10 indicators for this overview: Economic (EC3), Environmental (EN16, EN25), Labor (LA8, LA11, LA12), Human Rights (HR6, HR7), Society (SO3) and Product Responsibility (PR5).
- In addition, this overview will provide some narrative on other G3 guidelines.

GRI organizational profile

Organization name (GRI 2.1)

Ashland Inc.

Primary brands and products (GRI 2.2)

Below is an abbreviated list of the many U.S. trademarks and brands held by Ashland across its divisions.

- AME® resins
- AMERGY® fuel oil additives
- AROCURE® pressure sensitive adhesives
- AROPOL® resins
- CAR BRITE® automotive products
- DERAKANE® resins
- DURABLEND® motor oils
- DREWRAD® resins
- EAGLE ONE® automotive products
- ENVIREZ® resins
- EXPRESS CARE® automotive services
- FLEXCRYL® emulsions
- HETRON® resins
- INSTINT™ color service for resins/gelcoats
- ISOCURE® resin binders
- ISOGRIIP® adhesives
- ISOSET® adhesives
- MAXGUARD® resins
- MAX LIFE® automotive products
- PLIODECK® adhesives
- PLIOGRIP® adhesives
- POLARIS® resins
- PRAESTOL® flocculants
- PRELAM® structural laminating adhesive
- SONOXIDE® ultrasonic water treatment system
- SYNPOWER® motor oils
- VALVOLINE® automotive products
- VALVOLINE INSTANT OIL CHANGE® centers
- VELVAPLAST® refractory coating
- ZEREX® antifreeze
- ZIP-SLIP® release agent

Operational structure (GRI 2.3)

Ashland Inc. (NYSE: ASH), a diversified, global chemical company, provides quality products, services and solutions to customers in more than 100 countries. A FORTUNE 500* company, it operates through four divisions: Ashland Performance Materials, Ashland Distribution, Valvoline and Ashland Water Technologies.

Headquarters location (GRI 2.4)

Ashland is headquartered in Covington, Ky., USA, with regional offices in Lexington, Ky., USA; Dublin, Ohio, USA; Shanghai, China; and Barendrecht, The Netherlands.

Countries of operation (GRI 2.5)

Ashland maintains administrative offices in the U.S., Canada, China and The Netherlands. Manufacturing locations and other offices are located in 33 other countries on six continents.

Ownership structure (GRI 2.6)

Ashland Inc. is incorporated under the laws of the commonwealth of Kentucky (USA). Its common stock is listed on the New York Stock Exchange (NYSE: ASH) and also has trading privileges on NASDAQ and the Chicago and National stock exchanges. Approximately 63 million shares were outstanding as of Sept. 30, 2008, and there were approximately 12,800 common stockholders of record.

Markets served (GRI 2.7)

The markets in which Ashland serves and competes are:

- Building and construction (commercial, residential, infrastructure, wind energy, paint and coatings)
- Transportation (heavy truck, light vehicle, recreational/marine)
- Water treatment (pulp and paper, industrial, municipal, marine, mining and extraction)
- Regulated markets (pharmaceuticals, personal care)
- Automotive lubricants and chemicals
- Packaging and converting

Organization scale (GRI 2.8)

Ashland employs approximately 12,000 individuals worldwide.

For the fiscal year ended Sept. 30, 2008, Ashland's sales and operating revenue totaled \$8,381 million.

In fiscal year 2008, Ashland Performance Materials sold an average of \$6.4 million per shipping day. Ashland Distribution sold an average of \$17.3 million per shipping day. Ashland Water Technologies sold an average of \$3.5 million per shipping day. Valvoline sold a total of 169.2 million gallons of lubricant.

Significant operational changes (GRI 2.9)

In July 2008, Ashland completed the purchase of the pressure-sensitive adhesive business and the atmospheric emulsions business from Air Products and Chemicals, Inc. (NYSE: APD). The \$92 million transaction included manufacturing facilities in Elkton, Md., USA, and Piedmont, S.C., USA.

Awards (GRI 2.10)

In April 2008, Ashland's manufacturing facility in Changzhou, China, received the "2007 Annual Top Ten Investment Project" award and the "Environmental Friendly Company in Changzhou" award from Chinese government officials.

The "2007 Annual Top Ten Investment Project" award was given to companies that made or increased a significant investment in the district. Ashland invested an additional \$1.5 million and launched a new expansion project that will triple the company's production of unsaturated polyester resins.

The "Environmental Friendly Company in Changzhou" award is given to companies after achieving 100-percent solid and hazardous waste management, having no environmental pollution accidents within the past three years and maintaining at least 35 percent of the total site as a green area.

Reporting period (GRI 3.1)

Ashland's fiscal and reporting year is Oct. 1, 2007, to Sept. 30, 2008, unless otherwise stated.

Most recent reports (GRI 3.2)

This is the first report using the GRI guidelines.

Reporting cycle (GRI 3.3)

The reporting cycle will be annual on Ashland's fiscal year.

Contact point (GRI 3.4)

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Report content defined (GRI 3.5)

Report content was determined based on the GRI economic, environmental, labor practice, human rights, societal and product responsibility guidelines.

A team of five individuals throughout various levels of the organization prioritized the topics within this report.

External customers will be the primary audience for this report.

Report boundary (GRI 3.6)

The report covers only Ashland majority-owned facilities and operations.

Limitations of boundary (GRI 3.7)

The data included in this report were readily available at the time of preparation. Future reports will contain data for a broader set of indicators.

Non-majority-owned enterprises (GRI 3.8)

No joint ventures, subsidiaries, leased facilities, outsourced operations or other non-majority-owned enterprises are included in this overview.

Restatements of previous information (GRI 3.10)

Since this is Ashland's first sustainability overview, no restatements are included.

Significant changes from previous reports (GRI 3.11)

This is the first reporting period; therefore, there are no changes from previous reporting periods.

GRI content index of standard disclosures (GRI 3.12)

All standard disclosures are listed in order (above) in this overview. Following this section are the GRI performance indicators.

Governance structure (GRI 4.1)

Ashland's 11-member board of directors, nine executive officers and three executive committee members comprise the company's governance structure.

Board committees recommend the selection of Ashland's independent auditors, review the scope and findings of external and internal audits, assess the adequacy of Ashland's financial policies, and oversee significant financial issues such as capital structure, dividend action, debt or equity securities offerings and major borrowing.

In addition, the board reviews financial audits of capital expenditures and oversees the funding policy for employee benefit plans. The board monitors public issues that have an impact on the company and maintains Ashland's environmental, health and safety compliance practices.

Other board responsibilities include approval of corporate officer salaries and participation in, and awards under, Ashland's incentive plans. A board committee oversees compensation, hiring and performance evaluation policies.

Governance chair (GRI 4.2)

James J. O'Brien, chairman and chief executive officer, is an executive officer and a member of the operating committee and the board of directors.

Highest governance body (GRI 4.3)

Ashland's system of corporate governance includes an independent 11-member board of directors and five board committees (Audit, Finance, Governance & Nominating, Personnel & Compensation, and Environmental, Health & Safety).

Mechanisms for recommendations (GRI 4.4)

Ashland's external Web site provides a feedback form for contacting the Investor Relations department and a mechanism to sign up for e-mail notifications about Ashland's financial information. Webcast information for quarterly earnings announcements is provided on www.Ashland.com and the employee intranet.

Stakeholder groups (GRI 4.14)

Ashland has many worldwide stakeholder groups affected by the company's long-term sustainability including:

- More than 50,000 customers
- Approximately 12,000 employees
- Members of UFCW, ICWU, USWA, IAM, Teamsters, APAL and UAW unions
- Approximately 1,000 different suppliers of basic chemicals and packaging materials
- The numerous communities in which it operates

Stakeholder engagement (GRI 4.15)

Ashland's community relations manager and contributions program manager make recommendations on the areas and organizations for Ashland to support with money and/or volunteer hours.

Marketing groups throughout all divisions identify and segment their customers based on their needs.

Employees are invited to frequent town hall meetings with the organization's top management and encouraged to participate in question-and-answer sessions.

GRI Performance Indicators – 10 Selected for Fiscal Year 2008

Coverage of Ashland's defined benefit plans (EC3)

Ashland and its subsidiaries sponsor contributory and noncontributory qualified and nonqualified defined benefit pension plans that cover all employees in the U.S. and in a number of other countries.

In addition, the company also sponsors unfunded postretirement benefit plans, which provide health care

and life insurance for eligible employees who retire or are disabled.

The accumulated benefit obligation for all fully funded pension plans was \$1,244,612,383 in 2008.

Total direct and indirect greenhouse gas emissions by weight (EN16)

Based on the best available data, in fiscal year 2008, Ashland's greenhouse gas emissions (CO₂) from global operations were 278,000 tons.

Biodiversity effect on water bodies by discharges of water (EN25)

Wastewater at the majority of Ashland's sites is processed through publicly owned treatment works (POTWs) prior to discharge to water bodies. Where wastewater is not discharged to a POTW, Ashland has obtained and complies with applicable permits to minimize its impact on receiving waters. Therefore, Ashland's discharges do not significantly affect the biodiversity value of water bodies and related habitats.

Programs in place to assist employees regarding serious diseases (LA8)

The two categories within Ashland Medical Affairs are occupational medical compliance and personal health and wellness. Both provide opportunities for education and appropriate medical examinations for workers and, in some cases, their families.

At this time, most Ashland Medical Affairs programs are available to U.S. or North American employees only. However, many are being adapted for all employees worldwide.

The medical compliance programs are designed to assure full compliance with governmental programs related to worker health and occupational exposures. In addition to providing medical exams, education is incorporated to assure the workforce is properly trained to understand and control risks in the workplace. For some specific risks, parallel medical treatments are made available at the worksite to expedite treatment when necessary.

In the personal health and wellness category, an employee assistance program is offered at no cost to employees and families to deal with substance abuse and mental health issues. International SOS is available for all employees traveling internationally and living on assignment outside their home country. Other programs include weight reduction, flu shots, health risk appraisals and assistance with biological issues such as avian influenza, SARS, and malaria.

Skill development and lifelong learning for employees (LA11)

Ashland's Learning Management System provides employees with their required training classes in eight languages and offers optional classes to further employee development. Classes are available addressing topics such as customer service, business skills, product training and management skills.

Percentage of employees receiving performance reviews (LA12)

Ashland employees worldwide receive quarterly performance appraisals, detailing goals and projects.

Child labor (HR6)

Ashland abides by child labor laws and does not employ underage workers in its worldwide operations.

Forced and compulsory labor (HR7)

None of Ashland's operations employ forced or compulsory labor.

Percentage of employees trained in anticorruption policies (SO3)

Business Responsibilities of an Ashland Employee is the foundation of Ashland's comprehensive compliance program. The booklet has been translated into 11 languages and underscores Ashland's commitment to the law and high ethical standards. The board of directors has designated the general counsel as Ashland's chief compliance officer and chair of the Ethics and Compliance Committee to oversee the program.

All Ashland employees worldwide are required to complete annual training on the legal and ethical standards presented in *Business Responsibilities of an Ashland Employee*.

Specific corporate policies and procedures support the

Business Responsibilities of an Ashland Employee and are accessible through the employee intranet.

Ashland is subject to annual evaluation of internal controls as required by the U.S. Sarbanes-Oxley Act of 2002 (SOX). An online learning course through Ashland's Learning Management System educates employees on the importance of SOX and the risks of noncompliance. In 2007, Ashland's SOX results did not include any reportable deficiencies or material weaknesses.

Practices related to customer satisfaction (PR5)

Ashland's operating segments conduct frequent market research to foster continuous improvement and customer satisfaction. In 2008, Ashland spent in excess of \$4 million to understand consumer satisfaction and behavior.

With the help of Service Management Group, a retail best practice partner for understanding customer satisfaction, Valvoline Instant Oil Change asks each customer to respond to a survey by phone to provide anonymous feedback. Service center managers view their daily customer satisfaction scores online, providing direct, timely feedback based on quantitative and qualitative data.

Each customer receipt provides a code for an automated survey, measuring overall satisfaction, likelihood to return, wait time and technician knowledge on a five-point scale. Customers are also asked to leave general comments. Satisfaction metrics are tied to employee bonuses, as well as a prize incentive program.

Customers complete on average 25,000 surveys each month.

The Ashland Distribution, Valvoline and Ashland Performance Materials sales teams also track opportunities on salesforce.com* and have real-time access to customer information.

Narrative on other GRI aspect groupings

Economic performance

Ashland's 2008 performance

For the fiscal year ended Sept. 30, 2008, Ashland's net income amounted to \$167 million. Ashland's operating income amounted to \$213 million in fiscal year 2008, and the company achieved EBITDA of \$358 million. Ashland generated cash flows from operating activities from continuing operations of \$478 million.

Revenues from external customers worldwide were \$8,387 million in fiscal year 2008. Global property, plant and equipment costs totaled \$1,112 million.

Market presence

Wage fairness

Ashland pays above local minimum wage in all countries in which it does business. The company participates in a variety of compensation surveys to establish an objective benchmark on which employee compensation plans are based.

Indirect economic impacts

Investments for the public good

The company and its employee volunteers make monetary and time contributions in the many communities where Ashland operates.

Ashland provides for both dollars and recognition of

employee participation in community activities. Ashland provides for an annual U.S.-based Giving Campaign, whereby it matches dollar-for-dollar all contributions employees make to a wide selection of charities, while also facilitating payroll deduction of such gifts. In addition, Ashland offers a Dollars for Doers program for U.S. employees that provides for financial contribution to any charity in which an employee provides at least 40 hours of annual community service.

Energy

Ashland's energy consumption

During fiscal year 2008, Ashland's global operations used 4,230,000 MMBTU (million British thermal units) of energy. This value is based on the best available data and includes both process and mobile energy usage. Process energy includes all fuels used by Ashland plants to prepare goods for consumption, sale and transport, and comfort heating for all employees.

Mobile energy includes fuels that are combusted in Ashland-owned vehicles driven by Ashland employees such as sales fleet cars, light-duty vehicles and product delivery fleets.

Energy

Energy improvement initiatives

Ashland's Information Technology group redesigned data center ventilation to maintain the servers at the perfect temperature and waste less energy cooling empty spaces around the equipment. Throughout 2008, newer servers were installed, improving power efficiencies by 5 percent to 35 percent versus the units they replaced.

Water

Ashland's U.S. water consumption

In fiscal year 2008, Ashland reported net water consumption for U.S. facilities to the American Chemistry Council. In fiscal year 2008, U.S. facilities consumed 171 million gallons.

Effect of water withdrawal

None of Ashland's water sources are significantly affected by water withdrawal.

Emissions, effluents and waste

Waste management

Ashland has extensive global programs for waste minimization, recycling and treatment or disposal. There is an ongoing vendor qualification program for waste handling suppliers to assure that the safest, most environmentally sound options for waste management are used.

Employment

Ashland employee benefits

Ashland employs approximately 12,000 individuals worldwide on six continents.

Full-time U.S. employees in all major operational areas are offered the following benefits: pension; savings; medical; Health Savings Account (HSA); dental; vision cost assistance; flexible spending accounts; voluntary accidental death and dismemberment; occupational accidental death and dismemberment; business travel accident; vacation buy/sell; employee life; spouse life; child life; long-term disability; long-term care; group legal; group financial; group auto/home; and estate planning for special needs children.

Part-time exempt employees working fewer than 24 hours a week receive the same benefits, but pay different rates (2x) for medical and dental insurance.

Part-time exempt employees working more than 24 hours a week receive the same benefits, but also pay different rates (1.5x) for medical and dental insurance.

Executives receive financial planning, a supplemental executive retirement plan (SERP) and a long-term incentive plan (LTIP).

Based upon collective bargaining, Ashland also has some unions whose benefit options differ slightly.

Labor/management relations

Collective bargaining agreements

In North America during fiscal year 2008, 513 employees were covered by collective bargaining agreements at 16 work locations. This is approximately 6 percent of the North American workforce.

If the applicable Management Rights clause or provisions that specifically waive the negotiations process are absent, the National Labor Relations Act (NLRA) would require that Ashland and the union meet prior to operational changes that affect or impact wages, hours, and terms and conditions of employment. There is no specific timing for such, and actual time will vary based upon the complexity of the issue. Time specification is not required under law to be incorporated within a collective bargaining agreement and none of the Ashland collective bargaining agreements provide for a specific number of weeks.

All Ashland collective bargaining agreements contain a Savings Clause provision, which requires Ashland and the union to renegotiate any contractual provision during the term of the agreement if such provision is declared invalid due to changes in law.

Occupational health and safety

OSHA recordable injury rate

Ashland's 2008 OSHA recordable injury rate for U.S. and Canadian facilities was 1.84 (number of incidents X 200,000/total hours), a 30-percent decrease from fiscal year 2007.

Valvoline Instant Oil Change retail stores had a recordable injury rate of 4.08 and manufacturing/distribution operations had a 1.23 rate.

Training and education

Hours of training

The company's online Learning Management System (LMS), which tracks some, but not all, global training, offered 816 active courses to employees, representing 2,046 available training hours.

Full-time Ashland employees completed 124,381 hours of LMS-provided training during fiscal year 2008, or an average of 9.18 hours per full-time employee. There were 137,263 course completions, with an average of 10 course completions per full-time employee.

Part-time Ashland employees completed 3,711 hours of training during fiscal year 2008, with an average of 1.89 hours spent per part-time employee. This represents 12,594 course completions, with an average of six course completions per part-time employee.

Ashland also provides tuition assistance for U.S. employees enrolled in higher education programs directed at improving their job performance or helping them prepare for a future job within the company. In fiscal year 2008, 115 full-time employees and 29 part-time employees were assisted.

Diversity and equal opportunity

Indicators of diversity

Ashland strives to build a diverse workforce of employees with different backgrounds, experiences and perspectives. Because the markets in which Ashland competes are increasingly diverse, the company must have a diverse workforce and fully utilize the talents and ideas of all employees.

In 2002, Ashland established a Diversity Council that included key business leaders and representatives, championed and chaired by Chairman and CEO Jim O'Brien. In 2008, new members were recruited for the Diversity and Inclusion Steering Council.

The 15-member council is developing a two-year plan that will address key issues facing Ashland in enhancing and fostering a diverse and inclusive workplace.

Investment and procurement practices

Human rights training

Ashland is committed to maintaining a work environment where people are treated with respect. Ashland does not tolerate the harassment of employees or applicants by anyone, including any supervisor, coworker, or nonemployee.

All U.S. employees are required to periodically complete an antiharassment training course.

Freedom of association and collective bargaining

Right to exercise freedom of association

In the United States, employees are able to organize and bargain collectively on wages, hours, and terms and conditions of employment pursuant to the National Labor Relations Act (NLRA). Under the NLRA, Ashland may voluntarily recognize the union or request an election by secret ballot.

Ashland's labor philosophy promotes nonunion representation as the company provides competitive wages and benefits for its employees. In addition, Ashland promotes open dialogue and reasonable workplace practices and policies for its employees without the intervention of a third party. However, for the locations that are unionized, Ashland recognizes the respective union as the exclusive representative and complies with all legal and contractual requirements.

Indigenous rights

Violations and action taken

Ashland has no violations involving the rights of indigenous people.

Community

Local community programs

Community partnerships enable Ashland to combine resources with organizations to maximize impact and outcomes.

A long-standing partnership with Big Brothers Big Sisters, the world's largest mentoring program, allows Ashland employees to help make a difference in the lives of potentially at-risk children. Chairman and CEO Jim O'Brien serves on the organization's national board of directors.

Employees at the Dublin, Ohio, campus and the Lexington, Ky., campus are frequent contributors to local food and resources banks. Their 2008 donations totaled 3,949 pounds of food and \$26,000.

Employees on the Dublin, Ohio, campus have partnered with the state's Department of Transportation to adopt a state highway and pick up litter. Dublin employees have

also helped a local shelter throw a children's holiday party for more than a decade.

In addition, Ashland has partnered with the Kentucky Department of Education for the past eight years to sponsor the Ashland Teacher Achievement Awards.

A corporate citizen around the world, Ashland endeavors to engage and inform the communities where it operates. Two examples include activities at Ashland facilities in Poland and Spain.

The Ashland gelcoat plant in Miszewo, Poland, sponsors a yearly campaign that encourages local school children to collect plastic bottles and redeem them at the facility in exchange for trees. Students are also rewarded with a gift package and a tour of the plant.

Since increasing production capacity at the Ashland resin plant in Benicarló, Spain, employees have strengthened their commitment to their local community. Plant employees started an annual beach-cleaning project and sponsored a football-based school for more than 150 children, ages 5 to 12.

Corruption

Policy and practices

Wherever Ashland does business, it must comply with the terms of its consent decree with the Securities and Exchange Commission and all anticorruption laws, including the U.S. Foreign Corrupt Practices Act (FCPA), which prohibit the payment of money, gifts or other things of value to influence foreign officials. The United States, like nearly all countries, outlaws bribing its own government officials.

All of Ashland's business units are analyzed for risks related to corruption.

Public policy

Financial contributions to political parties or politicians

Ashland, by its own policy, prohibits certain political

contributions, even though otherwise permitted by applicable law. Any proposed political contribution by Ashland is approved by the Law Department.

Ashland also maintains a federal political action committee (PAC) and two state PACs in Kentucky and Ohio.

Anticompetitive behavior

Antitrust and monopoly policies

Ashland is committed to full compliance with the antitrust laws of the United States, competition laws of the European Union, and similar laws of other countries where Ashland does business.

Individual employees who violate antitrust or competition laws are subject to civil penalties and criminal sanctions up to and including prison sentences in some countries and disciplinary action up to and including termination.

Customer health and safety

Policies and practices

Ashland provides quality products and services that add value to its customers and can be used and processed in a safe manner. Ashland strives to improve the products it sells by reducing risk associated with their use or consumption while maintaining the value derived by the customer.

Marketing communications

Policies and practices

Ashland competes for business aggressively and honestly and will not misrepresent its products, services or prices, make false or misleading claims about its products or services, or make false or misleading claims about the products and services of its competitors.

Customer privacy

Number of substantiated complaints

Ashland's divisions have not had any breaches of customer privacy and/or loss of customer data.

Partial FY 08 metrics for Hercules Incorporated

Primary brands and products (GRI 2.2)

Below is an abbreviated list of the many U.S. trademarks and brands held by Hercules across its businesses.

- Aquapel® AKD internal sizing additives
- Aquarius® coatings systems
- Aquaflow® rheology modifiers
- Aqualon® ethylcellulose
- DeTac® pitch and stickies control
- Dextrol® and Strodex® phosphate ester surfactants
- Galactasol® guar and guar derivatives
- Hercobond® strength technology
- Hercules® specialty resins
- Infinity® pulp mill additives
- Klucel® hydroxypropylcellulose
- Kymene® wet-strength resin
- PerForm® retention and drainage technology
- Presstige® press section additives
- ProSoft® tissue additives
- Soyad® soy additives
- Spectrum® microbiological control additives
- Zenix® deposit control additives

Headquarters location (GRI 2.4)

Hercules operated with its corporate headquarters in Wilmington, Del., USA, and with regional headquarters in Switzerland and China.

Countries of operation (GRI 2.5)

Hercules maintained administrative offices in the U.S., China and Switzerland. Manufacturing locations and other facilities were located in 23 countries.

Markets served (GRI 2.7)

Markets in which the former Hercules organization competed are:

- Water treatment (pulp and paper)
- Building and construction (commercial, residential, infrastructure, paint and coatings)
- Regulated markets (pharmaceuticals, personal care and food)
- Energy

Organization scale (GRI 2.8)

Hercules employed approximately 4,500 worldwide. For the trailing 12 months ending Sept. 30, 2008, it had sales and operating revenues of \$2.318 billion.

Total direct and indirect greenhouse gas emissions by weight (EN16)

Based on best available data, from December 2007 through November 2008, Hercules' greenhouse gas emissions (CO₂) from global operations were 1.0 million tons.

Energy consumption

From December 2007 through November 2008, Hercules' global operations used 12,900,000 MMBTU (million British thermal units) of energy.

OSHA recordable injury rate

Hercules' OSHA recordable injury rate for U.S. and Canadian facilities (October 2007 through September 2008) was 0.96 (number of incidents X 200,000/total hours).

