



Who solves your supply chain puzzle? We do.

A guide to supply
chain standard services
Composites EMEA



ashland.com / efficacy usability allure integrity profitability™

Introduction

At Ashland, we are committed to improving customer - supplier relationships by working collaboratively to develop supply chain solutions which enable us to better service our customers' needs.

This guide is designed to provide you, our valued customers, with an understanding of our standard services. Services outside of our standard offering are available upon request. Depending on the service, additional fees may apply for non-standard services.

Please contact your Customer Service Representative if you would like to learn more about our supply chain solutions for your particular needs.

Contents

How do I place an order with Ashland?	3	What if I need to cancel my order?	5
What packaging and quantities are available?	3	What type of information will I receive with my shipment?	6
How much lead time do I need to provide?.....	4	Can I return product?	6
What if I order inside the standard lead time?	5	How will I be billed?	7
Can I expedite the shipping of my order?	5	How do I pay my bill?	7
Can I arrange for a carrier to pick up my order?	5	Responsible Care Processes	8
How do I change the delivery day of my order?	5	Certifications	9

How do I place an order with Ashland?

Orders can be placed with your dedicated Customer Service Representative by phone, fax, email, or online through <https://ezashland.com>.

Location	Contact Method	Hours
Ashland Composites Headquarters Carretera Reial 137 08960 Sant Just Desvern, Barcelona Spain	Phone: +34 93 206 4586 Fax: +34 93 204 13 02 Email: AshlandPM_CustomerMessage@ ashland.com	Monday - Friday 8 a.m. - 6 p.m. Central European Time

What packaging and quantities are available?

Standard Packaging

Product	Packaging		
	Bulk	IBC/ Drum	Pail
Unsaturated Polyester Resins (UPR)	Tank Wagon	1000/1100 kg IBC 220/225 kg* steel drum	-
Vinyl Ester Resins (VER)	Tank Wagon	1000 kg IBC 205 kg* steel drum	-
Gelcoat (GC)	-	1100 kg IBC 220 kg steel drum	20 kg steel pail

*The Hetron product line has an exceptional filling weight of 250 kg.

Packaging costs of UPR is 110€/MT and will be applied accordingly on your price list.

Standard Shipping Quantity

Tank Wagon	24.000 kg*
Truck Load	88 drums or 20* IBCs*
FCL 20'	80 drums or 18 IBCs*

*The maximum weight may vary according to the transport regulations of the destination country.

Additional freight charges will apply for less than standard shipment quantities.

For bulk tank wagon deliveries, Ashland's carriers provide 3 hours of unloading detention time. Detention time greater than 3 hours will be billed to you directly by Ashland based on the relevant documentation (CMR) signed both by you and the driver.

What considerations are required for bulk unloading?

If you have an existing bulk storage system and Ashland is delivering to your system for the first time, we will need to understand your needs, such as:

- *Center vs. rear unloading valve on the truck*
- *Length of hose required*
- *Any special connections required*
- *Will off-loading use your dedicated pump or use the truck's pump (an additional cost of 250 €/shipment applies)*
- *Any special driver personal protective equipment (PPE) that your site may require or any other special delivery instructions*

If you are installing a new bulk tank, please let your Ashland sales representative know early in the process and we can provide you with a very helpful guide to bulk storage and handling.

How much lead time do I need to provide?

Lead time is defined as the time between when an order is placed with the Customer Service Representative until the time the order is ready to ship. Lead time does not include route (transit) time and may vary depending upon producing location and material availability.

To guarantee our delivery performance, we recommend placing your orders as early as possible in order to better manage the increasing shortage for transportation equipment in the European market.

Ashland recommends using the following lead times for your planning purposes. Please contact your Customer Service Representative to obtain lead times for specific products.

UPR/VER	1 - 3 weeks
GC	2 - 3 weeks

What if I order inside the standard lead time?

We will do our best to accommodate orders placed inside the standard lead time.

Added costs for rush orders will be communicated by your Customer Service Representative upon confirmation of your order.

Can I expedite the shipping of my order?

Truckload and Less-Than-Truckload (LTL) shipments may be expedited by contacting your Customer Service Representative. The entire rush order cost will be charged to you in this case.

Can I arrange for a carrier to pick up my order?

Some Ashland locations can accommodate customer pickups for packed shipments although the standard condition for orders is to be delivered.

Contact your Customer Service Representative for details.

Is there a minimum invoice quantity?

The minimum invoice quantity is:

UPR/VER	4 drums*
GC	33 pails*

*incurring additional freight costs

Specific distribution agreements might overrule the above mentioned quantities.

How do I change the delivery day of my order?

Contact your Customer Service Representative with your date change request. If the order is already in production, the full set of demurrage fees will be charged.

What if I need to cancel my order?

Orders can be canceled as long as the production process has not started. No order can be canceled beyond this point.

What type of information will I receive with my shipment?

The following documents are provided with every order:

- Order confirmation and/or Order acknowledgement along with the Terms and Conditions are provided within two business days of receipt of an order
- Certificate of Analysis (C of A) emailed at time of shipment
- Delivery note/ Bill of Lading delivered with your shipment
- Safety Data Sheet (SDS) – A SDS is electronically delivered with your first order. Additional copies can be requested by contacting your Customer Service Representative or directly downloaded from ezashland.com

The following additional documents may be available upon request. Please contact your Customer Service Representative.

- Advance Shipping Notification (ASN) at time of shipment from our facility
- Handling Instructions
- Technical Data Sheets
- Application Guides
- Long term supplier declaration

Can I return product?

Unopened containers with seals intact are eligible for return. All product returns must be authorized by Ashland prior to returning any material to our facilities. If your product is authorized for return, credit will be issued according to the guidelines below:

Credit For Discretionary Returns

	within 2 weeks	within 30 days	within 60 days
Resins (UPR/VER)	75%	50%	0% - 25% (Inquire)
Gelcoat (GC)	50%	25%	0%

This table applies only to products where the commercial warranty based on date of shipment has not yet expired. Customer is responsible for freight charges on discretionary returns.

How will I be billed?

An invoice will be triggered upon shipment and send to you either by email or by post. It is based on the price effective on the shipment date.

Selling price shall be the price mentioned in the Order confirmation.

Standard terms of sale are **net thirty (30) days** from the invoice date, upon credit approval.

How do I pay my bill?

Ashland's preferred method of payment is a wire transfer.

Bank details of Ashland Composites entities in EMEA:

Billing entity	Ashland Chemical Hispania S.L.
Bank Name	Citibank Europe plc
IBAN Number	ES40 1474 0000 1300 0774 00 26
SWIFT Code	CITIESMX

Billing entity	Ashland Finland OY
Bank Name	Nordea Bank AB
IBAN Number	FI83 1469 3000 2041 45
SWIFT Code	NDEAFIHH

Billing entity	Ashland France SAS
Bank Name	Citibank Intl
IBAN Number	FR76 1168 9007 0000 6549 4901 858
SWIFT Code	CITIFRPP

Billing entity	Ashland Specialties Poland Sp z.o.o.
Bank Name	Citibank NA
IBAN Number	GB28 CITI 1850 0813 6026 99
SWIFT Code	CITIGB2L

What's on the product label?

Ashland labels all products according to GHS label requirements.

A product label is located on the side of all packaged goods.

Please review the Safety Data Sheet (SDS) before handling of products.

Product Name	The Product Name will contain the brand name of our product, followed by a number series unique to the product
Batch Number	The Batch Number or Lot Number is a unique identifier for the specific production

Safe Handling Warning



<p>EN DANGER - Hazardous components: Styrene, Flammable liquid and vapour. Causes skin irritation. Causes serious eye irritation. May cause respiratory irritation. Suspected of damaging the unborn child. Causes damage to organs (Auditory organs) through prolonged or repeated exposure if inhaled. Harmful to aquatic life with long lasting effects. Prevention: Obtain special instructions before use. Keep away from heat, hot surfaces, sparks, open flames and other ignition sources. No smoking. Do not breathe dust/ fume/ gas/ mist/ vapours/ spray. Avoid release to the environment. Wear protective gloves/ protective clothing/ eye protection/ face protection. Response: In case of fire: Use dry sand, dry chemical or alcohol-resistant foam to extinguish.</p> <p>Contains Cobalt bis(2-ethylhexanoate). May produce an allergic reaction.</p>	<p>DE GEFAHR - Gefährliche Inhaltsstoffe: Styrol, Flüssigkeit und Dampf entzündbar. Verursacht Hautirritation. Verursacht schwere Augenirritation. Kann die Atemwege reizen. Kann vermehrt das Kind im Mutterleib schädigen. Schädigt die Organe (Hörorgan) bei längerer oder wiederholter Exposition durch Einatmen. Schädlich für Wasserorganismen, mit langfristiger Wirkung. Prävention: Vor Gebrauch besondere Anweisungen einholen. Vor Hitze, heißen Oberflächen, Funken, offenen Flammen und anderen Zündquellen fernhalten. Nicht rauchen. Staub/Rauch/Gas/Nebel/Dampf/Aerosol nicht einatmen. Freisetzung in die Umwelt vermeiden. Schutzhandschuhe/Schutzkleidung/Augenschutz/Gezichtsschutz tragen. Reaktion: Bei Brand: Trockensand, Löschpulver oder alkoholbeständige Schaum zum Löschen verwenden. Enthält Cobaltbis(2-ethylhexanoat). Kann allergische Reaktionen hervorrufen.</p>	<p>FR DANGER - Composants dangereux: Styrene, Liquide et vapeurs inflammables. Provoque une irritation cutanée. Provoque une sévère irritation des yeux. Peut irriter les voies respiratoires. Susceptible de nuire au fœtus. Risque avéré d'effets graves pour les organes (Système auditif) à la suite d'expositions répétées ou d'une exposition prolongée en cas d'inhalation. Nocif pour les organismes aquatiques, entraîne des effets néfastes à long terme. Prévention: Se procurer les instructions avant utilisation. Tenir à l'écart de la chaleur, des surfaces chaudes, des étincelles, des flammes nues et de toute autre source d'inflammation. Ne pas fumer. Ne pas respirer les poussières/fumées/gaz/brouillards/vapeurs/aérosols. Éviter le contact avec l'environnement. Porter des gants de protection/ des vêtements de protection/ un équipement de protection des yeux/ du visage. Intervention: En cas d'incendie: Utiliser du sable sec, une poudre chimique ou une mousse anti-alcool pour l'extinction.</p> <p>Contient bis(2-ethylhexanoate) de cobalt. Peut produire une réaction allergique.</p>
<p>FI VAARA - Vaaravaikentehtävät aineosat: Styreeni, Sytyvä neste ja höyry. Ärsyttää ihoa. Ärsyttää voimakkaasti silmiä. Saattaa aiheuttaa hengitysteiden ärsytystä. Epäillään vaurioittavan sikiötä. Vaikuttaa hengittämättä eläimiä (kuulojärjestelmä) pitkäaikaisena ja toistuvana altistuksena. Haitallista vesieläimille, peikkauksien haittavaikutuksia. Ennenkäyttöohjeet: Lue erityisohjeet ennen käyttöä. Suojaa iänimmiä, kauniita yms. kivoja, kasvoja ja muita erityisalttiita osia. Käsittele kättesi. Älä hengitä pölyä/ aava/ kaasua/ sumua/ höyryä/ aihkettä. Vältä työssä painamista ympäristöön. Käytä suojauskäsineitä suojaavuuksena/ silmiensuojainta/ kasvonsuojainta. Puhdistusohjeet: Talpallaan puhdistaa. Käytä painon suuntamattomasti kaivua hiekkaa, joutetta tai alkooholitettua vettä.</p> <p>Sisältää COBALT 2-ETHYLHEXANOATE. Voi aiheuttaa allergisen reaktion.</p>	<p>PL NIEBEZPIECZENSTWO - Ścisnąci niebezpieczne: Styren, Latwopalna ciecz i para. Działa drażniąco na skórę. Działa drażniąco na oczy. Może powodować podrażnienie dróg oddechowych. Podlega szkodliwemu działaniu szkodliwym na drożdżki w wodzie. Powoduje uszkodzenie narządów (Uszy) skutki długotrwałej ekspozycji lub wielokrotnej narażenia drogą oddechową. Działa szkodliwie na organizmy wodne, powodując długotrwałe skutki. Zapobieganie: Przed użyciem zapoznać się z specjalnymi zaleceniami ostrzeżeniami. Przechowywać z dala od źródeł ciepła, gorących powierzchni, iskry, otwartego ognia i innych źródeł zapłonu. Palenie zakazane. Nie wdychać pyłu/ dymu/ gazu/ mgły/ par/ rozpylonej cieczy. Unikaj kontaktu z wodą. Stosować odpowiednie środki ochrony osobistej/ ochronę oczu/ ochronę twarzy. Reagowanie: W przypadku pożaru: Użyć suchy piasek, suchą proszkową piankę lub pianę alkoholoodporną do gaszenia.</p> <p>Zawiera 2-etyloheksanoat kobaltu. Może powodować występienie reakcji alergicznej.</p>	<p>NO FARER - Farlige komponenter: Styren, Brandfarlig væske og damp. Irriterer huden. Gir alvorlig øyetsirritasjon. Kan forårsake irritasjon av luftveiene. Mistenkes for å kunne gi foster-skader. Forårsaker organskader (Audiitiv system) ved langvarig eller gentatt eksponering ved inndringning. Skadelig, med langtidsvirkning, for liv i vann. Forsyningsskjema: Innløst særskilt instruks for bruk. Holdes væk fra varme, varme overflater, gnister, åpen ild og mindre antenneskåpklær. Røyking forbudt. Ikke innånd støv/ røyk/ gass/ lukt/ damp/ aerosoller. Unngå utslipp til miljøet. Benytt vernehansker/ vernehjelm/ vernehjelm/ ansiktsbeskyttelse. Reaksjon: Ved brand: Slikk med tørt sand, tørt kjemikalie eller alkohol motstanddyktig skum.</p> <p>Inneholder koboltbis(2-ethylhexanoat). Kan gi en allergisk reaksjon.</p>
<p>IT PERICOLO - Componenti pericolosi: Stirene, Liquido e vapori infiammabili. Provoca irritazione cutanea. Provoca grave irritazione oculare. Può irritare le vie respiratorie. Suspetato di nuocere al feto. Provoca danni agli organi (Sistema uditivo) in caso di esposizione prolungata o ripetuta se inalato. Nocivo per gli organismi acquatici con effetti di lunga durata. Prevenzione: Procurarsi istruzioni specifiche prima dell'uso. Tenere lontano da fonti di calore, superfici calde, scintille, fiamme libere o altre fonti di accensione. Non fumare. Non respirare la polvere/ i fumi/ i gas/ la nebbia/ i vapori/ gli aerosol. Non disperdere nell'ambiente. Indossare guanti/ indumenti protettivi/ Proteggere gli occhi/ il viso. Reazione: In caso d'incendio utilizzare sabbia secca, prodotto chimico secco o schiuma resistente all'alcool per estinguere.</p> <p>Contiene bis(2-ethylhexanoate) di cobalto. Può provocare una reazione allergica.</p>	<p>DA FARE - Farlige komponenter: Styren, Brandfarlig væske og damp. Forårsager hudirritation. Forårsager alvorlig øjensirritation. Kan forårsage irritation af luftvejene. Mistænkes for at skade det ufødte barn. Forårsager skade på organer (Det auditive system) ved længerevarende eller gentagne eksponering ved inddragning. Skadelig for vandlevende organismer, med langvarige virkninger. Forsyningsskjema: Innløst særligt anvisninger for bruk. Holdes væk fra varme, varme overflader, gnister, åben ild og mindre antenneskåpklær. Røygning forbudt. Indånd ikke støv/ røg/ gas/ lukt/ damp/ spray. Undgå udsledning til miljøet. Der beskyttelsesudrustning/ beskyttelsesbrille/ øjensbeskyttelse/ ansiktsbeskyttelse. Reaktion: Ved brand: Anvend tørt sand, tørt kemisk eller alkoholresistent skum til brandslukning.</p> <p>Inneholder cobaltbis(2-ethylhexanoat). Kan udløse allergisk reaktion.</p>	<p>ES PELIGRO - Componentes peligrosos: Estireno, Líquido y vapores inflamables. Provoca irritación cutánea. Provoca irritación ocular grave. Puede irritar las vías respiratorias. Se sospecha que daña al feto. Provoca a determinados órganos (Sistema auditivo) por exposición prolongada o repetida. Nocivo para los organismos acuáticos, con efectos nocivos duraderos. Prevencción: Obtener instrucciones específicas antes del uso. Mantener alejado del calor, de superficies calientes, de chispas, de flamas abiertas y de cualquier otra fuente de ignición. No fumar. No respirar el polvo o el humo/ el neblina/ el vapor/ el gas/ la niebla/ los aerosoles/ la liberación al medio ambiente. Llevar guantes/ prendas/ gafas/ máscara de protección. Intervención: En caso de incendio: Utilizar arena seca, producto químico seco o espuma resistente al alcohol para su extinción.</p> <p>Contiene bis(2-ethylhexanoate) de cobalto. Puede provocar una reacción alergica.</p>

TM Trademark, Ashland or its subsidiaries, registered in various countries EPLE019



Material Number	The Material Number is an Ashland internal reference number
Safe Handling Warning	This section contains safe handling instructions and disposal recommendations for the product in various languages depending on the geography
UN Number	UN numbers (United Nations numbers) are four-digit numbers that identify hazardous materials, and articles in the framework of international transport
Ashland Speak Up Line	The Ashland Speak Up Line (1-800-ASHLAND) is a complimentary service available in the event of a safety or hazardous incident

Material Number

865609



NET Wt.: 220.00 KG (485.02 LB)

P.O. Box 8619
 NL3009 AP, Rotterdam
 The Netherlands +31 10 407 5000
Emergency Phone number:
 +1-800-274-5263, +1-608-329-5701
in the US, call 1-800-274-5263, in the rest of the world, call +31-10-407-5000

Ashland Speak Up Line

Manufactured or Distributed by:
 Ashland BENICARLO (Spain)

Aropol™ PTM 208 TB RESIN Product Name



UN Number

UN1866

THIS LABEL IS NOT COMPLIANT FOR TRANSPORT WITHOUT HAZARD LABELS FOR EACH ICON



RESIN SOLUTION , 3, III

Batch: 0002135572

Batch Number



NL - GEAAR - Gevaarlijke bestanddelen: Stofren, Ontvlambare vloeistof en damp. **Voorzacht!** Irriterende. **Voorzichtig!** Enzige organische. Kan irritatie van de luchtwegen veroorzaken. Wordt ervan verticht het ongeboren kind te schaden. **Voorzacht!** schade aan gaten (schroevenrems) bij langdurige of herhaalde blootstelling bij inademing. Schadelijk voor in het water levende organismen, met name voor zoogdieren.

Preventie: Alvorens te gebruiken de speciale instructies zorgvuldig lezen. Verwijder handschoen van warmte, hete oppervlakken, vopen vuur en andere ontstekingsbronnen. Niet roken. Stof rook/ gas/ nevel/damp afwijken met inademing. Voorkom lozing in het milieu. Beschermende handschoenen/ beschermende kleding/ oogbescherming/ geluïdsbescherming dragen. **Maatregelen:** In geval van brand: blussen met droog zand of alcoholbestendig schuim.

Bevat kobaltbis(2-ethylhexanoaat). Kan een allergische reactie veroorzaken.

SV - FARA - Farliga komponenter: Stofren, Brandfarligt vätska och ånga. Irriterar huden. Orsakar allvarlig ögonirritation. Kan orsaka irritation i luftvägarna. Mistänks kunna skada det ofödda barnet. Orsakar organiskador (blåskergatan) genom lång eller upprepad exponering vid inandning. Skadliga långtidseffekter för vattenlevande organismer.

Förebyggande: Inhämta särskilda instruktioner före användning. Får inte utsättas för värme, hetta, väta, gnåsa, öppen låga eller andra antändningskällor. Rökning förbjuden. Inandas inte damm/ rök/ gaser/ dimma/ ångor/ spry. Undvik utsläpp till miljön. Använd skyddshandskar/ skyddskläder/ ögonskydd/ ansiktsskydd. **Åtgärder:** Vid brand: Släck med torr sand, pulver eller alkoholfritt skum.

Innehåller COBALT 2-ETHYLHEXANOATE. Kan orsaka en allergisk reaktion.

PT - PERIGO - Componentes perigosos: Entresco, Líquido e vapor inflamáveis. Provoca irritação cutânea. Provoca irritação nos olhos. Pode provocar irritação das vias respiratórias. Suspeito de afectar o nascituro. Afecta os órgãos (Sistema auditivo) após exposição prolongada ou repetida por inalação. Nocivo para os organismos aquáticos com efeitos duradouros.

Prevenção: Leia instruções específicas antes da utilização. Mantenha afastado do calor, superfícies quentes, faíscas, chama aberta e outras fontes de ignição. Não fumar. Não respire as poeiras/ fumos/ gases/ névoas/ vapores aerossóis. Evite a libertação para o ambiente. Use luvas de protecção/ vestuário de protecção/ protecção ocular/ protecção facial. **Resposta:** Em caso de incêndio, para extinguir utilize água seca, um produto químico seco ou espuma resistente ao álcool.

Contém bis(2-ethylhexanoato) de cobalto. Pode provocar uma reacção alérgica.

Responsible Care® Processes

Responsible Care is the chemical industry's unique, global initiative that drives continual improvement in health, safety and environmental performance, together with open and transparent communication with stakeholders.

Ashland is committed to Responsible Care and strives for zero incidents with people, products, and the planet. We publicly report our global environmental, health, and safety performance to ensure transparency in our progress.

Our Responsible Care Policy outlines our commitment into three main goals:

- **Operate with zero incidents:** We believe that all incidents are preventable ...on and off the job. We strive to operate with zero occupational illnesses and zero environmental, security, quality, or process safety incidents.
- **Ensure compliance:** We abide by applicable laws, regulations, technical specifications and internal standards while adhering to high ethical standards.
- **Reduce impact:** To support our sustainability efforts, we continually examine ways to reduce our environmental footprint while providing products that meet our customers' needs.

Keys to our Responsible Care Policy include:

- **Transparency:** We maintain an open dialogue with employees and communities.
- **Product stewardship:** We work with supply chain partners and customers to ensure the effective management of risks during development, manufacture, transportation, use and disposal of our products.
- **Global management system:** We follow standard processes that provide a foundation to achieve our Responsible Care Goals.

Certifications

Ashland is an active member of the American Chemistry Council and also participates in similar organizations in other countries such as the International Council of Chemical Associations. We have obtained a third-party certification to RC14001, which includes the internationally recognized ISO 14001 environmental certification and adds additional health, safety, security, and chemical industry requirements.

Ashland's Composites sites are covered under a global ISO 9001 quality certification. You can find copies of our RC 14001 and ISO 9001 certificates on ashland.com/about/quality.



RESPONSIBLE CARE[®]
OUR COMMITMENT TO SUSTAINABILITY

GLOBAL HEADQUARTERS

Ashland LLC

50 East RiverCenter Blvd.
Covington, KY 41012-0391 U.S.A.
Tel: + 1 859 815 3333

COMPOSITES HEADQUARTERS

5200 Blazer Parkway
Dublin, Ohio 43017 U.S.A.
Tel: + 1 614 790 3333

ashland.com

® Registered trademark, Ashland or its subsidiaries, registered in various countries

™ Trademark, Ashland or its subsidiaries, registered in various countries

© 2017, Ashland / PC-13766 updated version June 2018



 ashland.com / efficacy usability a lure integrity profitability™