Who solves your supply chain puzzle? We do.

A guide to supply chain standard services
Composites EMEA

Ashland™
avways solving

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.

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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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Method</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashland Composites Headquarters</td>
<td>Phone: +34 93 206 4586</td>
<td>Monday - Friday 8 a.m. - 6 p.m.</td>
</tr>
<tr>
<td>Carretera Reial 137</td>
<td>Fax: +34 93 204 13 02</td>
<td>Central European Time</td>
</tr>
<tr>
<td>08960 Sant Just Desvern, Barcelona Spain</td>
<td>Email: <a href="mailto:AshlandPM_CustomerMessage@ashland.com">AshlandPM_CustomerMessage@ashland.com</a></td>
<td></td>
</tr>
</tbody>
</table>

What packaging and quantities are available?

**Standard Packaging**

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

*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**

<table>
<thead>
<tr>
<th>Product</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tank Wagon</td>
<td>24,000 kg*</td>
</tr>
<tr>
<td>Truck Load</td>
<td>88 drums or 20* IBCs*</td>
</tr>
<tr>
<td>FCL 20'</td>
<td>80 drums or 18 IBCs*</td>
</tr>
</tbody>
</table>

*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.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UPR/VER</td>
<td>1 - 3 weeks</td>
</tr>
<tr>
<td>GC</td>
<td>2 - 3 weeks</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>UPR/VER</th>
<th>4 drums*</th>
</tr>
</thead>
<tbody>
<tr>
<td>GC</td>
<td>33 pails*</td>
</tr>
</tbody>
</table>

*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**

<table>
<thead>
<tr>
<th></th>
<th>within 2 weeks</th>
<th>within 30 days</th>
<th>within 60 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resins (UPR/VER)</td>
<td>75%</td>
<td>50%</td>
<td>0% - 25% (Inquire)</td>
</tr>
<tr>
<td>Gelcoat (GC)</td>
<td>50%</td>
<td>25%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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:**

<table>
<thead>
<tr>
<th>Billing entity</th>
<th>Ashland Chemical Hispania S.L.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Name</td>
<td>Citibank Europe plc</td>
</tr>
<tr>
<td>IBAN Number</td>
<td>ES40 1474 0000 1300 0774 00 26</td>
</tr>
<tr>
<td>SWIFT Code</td>
<td>CITIESMX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing entity</th>
<th>Ashland Finland OY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Name</td>
<td>Nordea Bank AB</td>
</tr>
<tr>
<td>IBAN Number</td>
<td>FI83 1469 3000 2041 45</td>
</tr>
<tr>
<td>SWIFT Code</td>
<td>NDEAFIHH</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing entity</th>
<th>Ashland France SAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Name</td>
<td>Citibank Intl</td>
</tr>
<tr>
<td>IBAN Number</td>
<td>FR76 1168 9007 0000 6549 4901 858</td>
</tr>
<tr>
<td>SWIFT Code</td>
<td>CITIFRPP</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing entity</th>
<th>Ashland Specialties Poland Sp z.o.o.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Name</td>
<td>Citibank NA</td>
</tr>
<tr>
<td>IBAN Number</td>
<td>GB28 CITI 1850 0813 6026 99</td>
</tr>
<tr>
<td>SWIFT Code</td>
<td>CITIGB2L</td>
</tr>
</tbody>
</table>
**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.
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

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**Material Number**

865609

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**UN Number**

UN1866

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**Product Name**

Aropol™ PTM 208 TB RESIN

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**Batch Number**

0002135572
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