who solves your supply chain puzzle?

we do.

a guide to supply chain standard services

Composites North America — September, 2018
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 packaging and quantities are available? .........................3
is there a minimum invoice quantity? ..............4
what considerations are required for bulk unloading? ..................4
how much lead time do I need to provide? ......5
what if I order inside the standard lead time? .........................5
can I expedite the shipping of my order? ....5
can I arrange for a carrier to pick up my order? ...................5
how do I change the delivery day of my order? .........................6
what if I need to cancel my order? .................6
what type of information will I receive with my shipment? .........................6
can I return product? ...........................................
how will I be billed? ...........................................
how do I pay my bill? ...........................................
What’s on the product label? .........................8
Responsible Care® processes ..........................10
our Responsible Care® policy outlines ........10
keys to our Responsible Care® policy ........10
certifications ...........................................11
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 LLC Composites</td>
<td>phone: +1 800 523 6963</td>
<td>Monday — Friday 7 a.m. — 5 p.m. Eastern Standard Time</td>
</tr>
<tr>
<td>5200 Blazer Parkway</td>
<td>fax: +1 866 477 8501</td>
<td></td>
</tr>
<tr>
<td>Dublin, OH USA 43017-3309</td>
<td>email: <a href="mailto:CPCustomerService@ashland.com">CPCustomerService@ashland.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>export Phone: +1 877 822 5704</td>
<td></td>
</tr>
<tr>
<td></td>
<td>export Fax: +1 866 563 9323</td>
<td></td>
</tr>
<tr>
<td></td>
<td>export Email: <a href="mailto:AshlandPMEXP@ashland.com">AshlandPMEXP@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>
</tr>
</thead>
<tbody>
<tr>
<td>unsaturated polyester resins (upr)</td>
<td>tank wagon</td>
</tr>
<tr>
<td></td>
<td>55 gallon steel tight-head</td>
</tr>
<tr>
<td>vinyl ester resins (ver)</td>
<td>tank wagon</td>
</tr>
<tr>
<td></td>
<td>55 gallon steel tight-head</td>
</tr>
<tr>
<td>gelcoat (gc)</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>55 gallon steel open-head</td>
</tr>
<tr>
<td></td>
<td>5 gallon plastic</td>
</tr>
</tbody>
</table>

- UPR and VER resins are available in open-head drums for an added cost of $0.02 per pound.
- Gelcoats can be packaged in short-filled drums of 300 pounds for an additional $0.10 per pound.
- Standard drum shipments do not include pallets.
- If you would like your order on pallets, please advise your Customer Service Representative.
- Each pallet will hold up to four drums. The cost is $25 per pallet.

**did you know?**

A 55-gallon drum can vary significantly in fill weight, depending upon the density of the product. Resin and gelcoat fill weights typically range from 450 to 550 pounds per drum.

**did you know?**

An open-head drum weighs about 7 to 8 pounds more than a tight-head drum. This extra weight is added by the drum lid ring and the heavier gauge steel required for the drum walls and lid.
standard shipping quantity

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>tank wagon</td>
<td>42,000 – 44,000</td>
</tr>
<tr>
<td>truck load</td>
<td>80 drums</td>
</tr>
</tbody>
</table>

Additional freight charges will apply for less than standard shipment quantities below are the additional cost for quantities below 42,000 pounds:

<table>
<thead>
<tr>
<th>pounds</th>
<th>add per pound</th>
</tr>
</thead>
<tbody>
<tr>
<td>40,000–41,999</td>
<td>$0.01/per pound</td>
</tr>
<tr>
<td>38,000–39,999</td>
<td>$0.02/per pound</td>
</tr>
<tr>
<td>36,000–37,999</td>
<td>$0.03/per pound</td>
</tr>
<tr>
<td>34,000–35,999</td>
<td>$0.04/per pound</td>
</tr>
<tr>
<td>30,000–33,999</td>
<td>$0.05/per pound</td>
</tr>
<tr>
<td>20,000–29,999</td>
<td>$0.06/per pound</td>
</tr>
</tbody>
</table>

For bulk tank wagon deliveries, Ashland’s carriers provide 2 hours of unloading detention time. Detention time greater than 2 hours will be billed to you directly by the carrier.

is there a minimum invoice quantity?

The minimum invoice quantity is 250 pounds. Any orders less than the minimum invoice quantity will incur a fee of $50 per order.

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 versus 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
- 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.

did you know? Drums that are “RCRA Empty” can be recycled.
**how much lead time do I need to provide?**

**lead time**

<table>
<thead>
<tr>
<th>UPR/VER make-to-order (MTO)</th>
<th>3 – 4 weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPR/VER drum stock</td>
<td>3 business days</td>
</tr>
<tr>
<td>gelcoat (GC)</td>
<td>8 – 10 business days</td>
</tr>
</tbody>
</table>

Please contact your Customer Service Representative to obtain lead times for specific products.

**did you know?**

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.

**what if I order inside the standard lead time?**

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

Make-to-order (MTO) products received within 5 business days of shipment, and drum stock products received within 2 business days of shipment are considered **rush orders**.

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 can be expedited by contacting your Customer Service Representative. In addition to the higher freight cost for expedited shipment, a service fee of $125 per shipment will be applied.

**can I arrange for a carrier to pick up my order?**

Some Ashland locations can accommodate customer pickups for drum shipments. Contact your Customer Service Representative for details.

When picking up hazardous materials, you must ensure that the carrier is certified to handle hazardous materials, including providing applicable placards.

Your order confirmation will include the Ashland pick-up location and date. If your carrier does not pick up on the confirmed date, a holding fee of $125 per day will be applied.
how do I change the delivery day of my order?

Contact your Customer Service Representative with your date change request. Customer initiated order changes within 5 business days prior to ship, may be subject to a standard fee.

what if I need to cancel my order?

Orders can be canceled as long as production has not started. Typically, MTO production begins 5 days before shipment. Drum stock orders can be canceled at any time prior to shipment.

what type of information will I receive with my shipment?

The following documents are provided with every order:

- Order Acknowledgment within 24 hours of order placement
- Advance Shipping Notification (ASN) at time of shipment from our facility
- Certificate of Analysis (C of A) emailed at time of shipment
- 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.

The following documents may be available for your order. Please contact your Customer Service Representative.

- Handling Instructions
- Technical Data Sheets
- Application Guides
- NAFTA
- Delivery Reminder will be emailed 7-10 days prior to shipment.

did you know? An Advanced Shipping Notice (ASN) document provides detailed information about a pending delivery. The purpose of an ASN is to notify the customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept delivery.
can I return product?

Unopened containers with seals intact are eligible for return. Specialty colored or pigmented products are typically not eligible for return. All returns require authorization from Ashland. 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 to products with commercial warranty periods based on date of shipment. This table may not apply to products with commercial warranty based on the date of manufacture. Customer is responsible for freight charges on discretionary returns.

how will I be billed?

An invoice will be sent to you upon shipment, and is based on the price effective on the shipment date.

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 electronic transfer.

**Electronic method of payment**

<table>
<thead>
<tr>
<th></th>
<th>ach</th>
<th>wire transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>account name</td>
<td>Ashland LLC</td>
<td>Ashland LLC</td>
</tr>
<tr>
<td>account number</td>
<td>48754332</td>
<td>40502427</td>
</tr>
<tr>
<td>bank name</td>
<td>Clearing House Payments Co L.L.</td>
<td>Citibank NA</td>
</tr>
<tr>
<td>bank-id</td>
<td>21052053</td>
<td>21000089</td>
</tr>
</tbody>
</table>

**Did you know?** The fitness for use of many raw materials can be significantly longer than the manufacturer’s Commercial Warranty Period. This is especially true of resin materials that are not filled or promoted. Ashland recommends that you develop a “fitness for use” test for your materials specific to your process and finished application needs — this can provide you with the flexibility of using material beyond the Commercial Warranty Period.
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.

<table>
<thead>
<tr>
<th><strong>product name</strong></th>
<th>The Product Name will contain the brand name of our product, followed by a number series unique to the product.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>batch number</strong></td>
<td>The Batch Number or Lot Number is a unique identifier for the specific production.</td>
</tr>
<tr>
<td>Material Number</td>
<td>The Material Number is an Ashland internal reference number</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>Safe Handling Warning</td>
<td>This section contains safe handling instructions and disposal recommendations for the product</td>
</tr>
<tr>
<td>HMIS Code</td>
<td>The Hazardous Materials Identification System (HMIS) numerical hazard rating of the product</td>
</tr>
<tr>
<td>Packaging Date</td>
<td>The Packaging Date is the date on which the product is placed in the container</td>
</tr>
<tr>
<td>Ashland Speak Up Line</td>
<td>The Ashland Speak Up Line (1-800-ASHLAND) is a complimentary service available in the event of a safety or hazardous incident</td>
</tr>
</tbody>
</table>
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 http://www.ashland.com/about/sustainability/planet/responsible-care.

are you in need of an external laboratory to source some analytical testing?

Ashland’s Analytical Services and Technology group can provide certified testing results for many analytical services. Areas of expertise include:

- Spectroscopy and Microscopy
- Separations and Environmental Analysis
- Materials Characterization
The information contained in this brochure and the various products described are intended for use only by persons having technical skill and at their own discretion and risk after they have performed necessary technical investigations, tests and evaluations of the products and their uses. Certain end uses of these products may be regulated pursuant to rules or regulations governing medical devices, drug uses, or pesticidal or antimicrobial uses. It is the end user’s responsibility to determine the applicability of such regulations to its products. All statements, information, and data presented herein are believed to be accurate and reliable, but are not to be taken as a guarantee of fitness for a particular purpose, or representation, express or implied, for which seller assumes legal responsibility. No freedom to use any patent owned by Ashland, its subsidiaries, or its suppliers is to be inferred.