



ZEON CHEMICALS L.P.
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In order to assist in answering customer's quality questions, the following information is provided:

Zeon Chemicals L.P. maintains a supplier profile at www.zeonchemicals.com which addresses several common questions about our company.

Quality Management System

The Quality Management System of Zeon Chemicals is registered to ISO 9001:2008. A copy of our registration certificate is maintained on our company's web site and is available upon request.

Fit For Purpose

Technical or application support, compound formulations, and regulatory / product stewardship information are provided for customer or buyer knowledge only and do not modify, amend, enlarge or create any specification or warranty. By receipt and use of Zeon products and /or materials, recipients expressly acknowledge and agree that recipients are responsible for determining and ensuring that all conditions, specifications, and legal and regulatory requirements are met and that all products or components fabricated from Zeon products and / or materials are acceptable for use in the intended applications.

Code of Conduct

All directors and employees of the ZEON Group are committed to complying with the code of conduct based on our corporate philosophy and the basic Corporate Social Responsibility (CSR) policy, dated 21st April 2010, a copy of which can be provided on request.

Certificates of Analysis

Zeon Chemicals issues a certificate of analysis (CoA) for all shipments. The CoA can be provided via mail, e-mail, fax or sent with a customer's shipment. Your Zeon Chemicals customer service representative can assist you with this. The standard CoA contains the following information:

- Customer Ship to and Sold to details
- Customer order number
- Zeon Order Number
- Country of Origin
- Customer Product Code
- Zeon Product
- Manufacture Date
- Zeon Lot Number
- Quantity



- Information on tests performed on the lot including
 - Product Characteristic
 - Procedure
 - Property
 - Unit
 - Specification
 - Value
- Recommended storage conditions
- Recertify Date

Safety Data Sheets

In accordance with 29 CFR 1910.1200, Safety Data Sheets are mailed upon the first order of a product in each calendar year and upon the first order after a significant revision. For customers outside the US, SDSs are provided through the local distribution channel in accordance with in-country occupational safety and health law. SDSs for many products are also available online at www.zeonchemicals.com.

Notification of Changes

Zeon Chemicals' policy is to notify customers who have purchased a given product in the past two years of any significant changes to the product. Internal guidelines determine when notifications are made in order to keep our customers informed of changes that would impact the form, fit, or function of the product.

Shelf Life

The shelf life of Zeon Chemicals' products is stated on the Product Specification, and our COA's note when material should be retested. Lots of material that are approaching their shelf life are retested per company procedure, and the retested parameter is reported on the CoA when applicable.

Records Retention

Zeon Chemicals retains appropriate records documenting the manufacturing and quality of materials for 7 years.

Corrective Action

Customers' requests for corrective action are addressed through Zeon Chemicals' Customer Response System. Responses will be sent to the customer from this system via a Corrective Action Report.



Audits

With adequate advance notice and at a mutually agreed upon date, Zeon Chemicals will accommodate a customer's request to audit our facilities. The scope of any audit will be limited to products purchased by the customer.

Quality Manual

A copy of the Zeon Chemicals quality manual is available upon request. Any copy supplied is uncontrolled, and the customer will not be notified when the manual is revised.

Test methods availability

Test methods for properties listed on Zeon Chemicals' Product Specifications are available upon request.

Labels

Standard product labels contain the following information:

- Zeon Product name
- Batch number
- Zeon product number
- Manufacture date
- Quantity Lbs (KGs)
- Appropriate regulatory information

Due to the large number of active customers, we trust you will understand that we are unable to consider separate individual quality manuals or terms and conditions for each customer.

If you require additional information, please feel free to contact me.

Sincerely,

Brian Lander
Corporate Quality Manager