

INFORMATION GUIDE

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Prepare for Change

Should we do anything to prepare for these changes?

There are two ways you can help ensure a smooth transition.

- 1) Communicate these changes to people who “need to know” within your organization. You may use this FAQ as a guide.
- 2) Planning today will alleviate surprise interruptions later. Please **forecast your product needs for the “Quiet Period”** to ensure you have adequate supply during this time. (Details about the “Quiet Period” are covered below.)
- 3) Solenis customers should continue to place orders the same way they have in the past. Transferring BASF customers will need to update your order information in your system and contact your regional customer service for order placement.

Quiet Period

Solenis will implement a “**Quiet Period**” for the BASF Paper & Water Chemicals (BASF Business) business including production sites located at Bradford and Grimsby, UK; Suffolk, Virginia, USA; Altamira, Mexico; Ankleshwar, India; and Kwinana, Australia. This “Quiet Period” is necessary to allow us to migrate the BASF Paper & Water Chemicals business to the Solenis ERP systems. There will be limited operations during this period.

Please note:

- Deliveries will be limited to those planned and scheduled prior to the commencement of the Quiet Period. There will be no “unplanned” deliveries during the Quiet Period. We encourage customers to schedule delivery as needed after the Quiet Period.
- During the Quiet Period, Customer Service will remain available to take new orders and will schedule these shipments after the end of the Quiet Period. We encourage customers to forecast your product needs and place orders prior to the start of the Quiet Period for deliveries immediately following the end of the Quiet Period.
- This does not apply to the existing Solenis business.

Global Corporate Office Location

The global corporate office location for Solenis is:

Solenis
3 Beaver Valley Road
Wilmington, Delaware, 19803

Legal Entities

Will there be any legal entities change?

Yes. Following closing of the transaction, the BASF business will operate through existing or new Solenis legal entities. Please refer to attached Legal Entity/Banking Information.

Contracts, Pricing and Invoices

If my company currently has sales contracts with BASF how will these be transferred?

It is the parties' intention that all active commercial agreements will transfer to Solenis with the same conditions; however, in some situations Incoterms will change.

What are the standard Incoterms?

Globally, following closing of the transaction, the legacy BASF business will operate through existing or new Solenis legal entities. Where Solenis has a legal entity, the BASF Incoterms will remain unchanged at closing, with the exception that DDP will not be used for any shipment requiring Customs declaration. In countries where BASF has a legal entity and Solenis does not, customer Incoterms will change from DDP to CPT at close. Other terms may be negotiated with the customer post-close. Countries impacted are: Nigeria, Paraguay, Panama, Croatia, Guatemala, Uruguay, Phillipines, Greece, Hong Kong, Malaysia, Peru, Slovakia, Vietnam, Hungary, Pakistan and Russian Federation.

For Customers in Asia Pacific: Following the close of the transaction in China, Indonesia, India, Japan, Taiwan, South Korea, Vietnam, and Thailand business will be conducted, not through a central billing entity, but with the local Solenis entity in local currency. Legacy BASF customers in these countries who previously transacted in non-local currency will be contacted by Solenis Commercial leaders to review at close.”

What if I have a question about my invoice?

Prior to close, contact your existing BASF Customer Service Representative. Post-close contact your Solenis Regional Customer Service Manager directly or use the email posted below for questions about order placement.

Will there be any changes to product pricing or terms and conditions?

Product pricing and terms and conditions are not expected to change due to the close of the transaction. However, these may change in the future due to contracts or other normal business arrangements. In situations where both BASF and Solenis have business with the same customer, terms and conditions will be harmonized post Day One.

What is Solenis' Price policy?

It is important to note that the Solenis price is established on the date the order ships. For example, if an order was placed three months prior to the actual ship date, the price invoiced will be the price in effect on the date it ships.

Customer Service Contact Information

Regional Customer Service Managers

Region	Name	Phone
NA	Elaine Herman	+1-302-502-0864
EMEA	Pere Levy	+34 934 748 909
AP	Ye(Mandy) Yang	+86 21 80235750
LA	Paula Elen Santos	+55 11 3089-9221

North America - FAX and Mailbox Information

	Fax	Email
Pulp & Paper	888-613-2147	PAPCustomerService@Solenis.com
Industrial Water Technologies	888-606-6668	IWTCustomerService@Solenis.com

EMEA - Mailboxes for current BASF customers

Distributors	BradfordCSHub@solenis.com	All EMEA
P&P	BradfordCSHub@solenis.com	IT, SP, PT , UK, BNL, FR, Middle East
P&P	cs.scandinavia@solenis.com	Scandinavia
P&P	cs.russia@solenis.com	Russia
P&P	otc.germany@solenis.com	Germany, Austria, Switzerland and all other countries in EMEA
P&P	cspoland@solenis.com	Poland
P&P	cs.finland@solenis.com	Finland

EMEA - Mailboxes for current Solenis customers

Please continue to use the same mailbox you do today for both Solenis and BASF materials.

Latin America – Mailboxes

Brasil	csbrasil@solenis.com
Argentina	csargentina@solenis.com
Chile	cschile@solenis.com
Colombia	cscolombia@solenis.com
Mexico	csmexico@solenis.com

Asia Pacific – Contacts

Contact	Mail	Country
Tracy Tsai	T TSAI@SOLENI.COM	Taiwan
Kyung Surk Park	K PARK@SOLENI.COM	Korea, Japan
Ravi Sundararaj	RSUNDARARAJ@SOLENI.COM	India
Christina Kakaniaras	CKakaniaras@solenis.com	Australia and New Zealand
Nurhayati Tarigan	NTARIGAN@SOLENI.COM	Indonesia
Monica Gong	mgong@solenis.com	China
Lily Ng	lng@solenis.com	Singapore, Bangladesh, Pakistan, Sri Lanka, Philippines, Malaysia.
Wipawan Rungchaweng	WRungchaweng@Solenis.com	Thailand
Khuong Thoai Luu	Thoailuu@Solenis.com	Vietnam

W9 and Tax ID / VAT Information

How do we obtain a W9 for Solenis?

Contact your Solenis Regional Customer Service Manager

Where can I find information to update my supplier information such as tax ID #, VAT, mailing address and more?

Please refer to attached Legal Entity/Banking Information you may need to update your supplier information.

Banking Information

Banking information

Please refer to attached Legal Entity/Banking Information.

How will changes in legal entities affect my arrangements for payment by direct debit?

Payment will be taken from your bank account in the usual way but by a Solenis entity instead of an BASF entity.

What if I pay by a direct debit method like : "Riba" in Italy, "Remessa" in Spain or "Lastschrift" in Germany?

Solenis will need the reauthorization of your approval for direct debit, since you will be invoiced by a Solenis legal entity after closing. We ask you to contact your Customer Service Representatives with the full details of your bank so that we can work with you to set up your account in the correct way.

How do I get a guarantee to letter of credit issued, or if I have a general treasury-related question, who do I contact?

You should contact the Solenis Treasury group to get guarantees and letters of credit issued. Please direct all questions to Ms. Tina Morello (tmorello@solenis.com) or Ms. Usha Patel (upatel@solenis.com).

World Account and EDI customers

If I currently access BASF's World Account; will I have a similar tool within Solenis?

No. Solenis does not currently have a similar e-commerce platform.

I currently use EDI with BASF. How will this work with Solenis?

After closing, customers will need to send purchase orders to your regional Solenis customer service (see above). Solenis does not have EDI functionality in place for customers to place purchase orders.

Customer Documents

Will there be any format changes to commercial documents?

Yes. Documents such as invoices will have all required information but will be in the Solenis format.

Will our Safety Data Sheets (SDS), product labels and bill of lading change?

Following close of this transaction, product labels and SDS will be issued by Solenis. As of Day One, the SDS will be rebranded, (ie will have Solenis name rather than BASF) but will have the same layout as the current BASF SDS. Those rebranded SDS will be automatically sent to your SDS contact manager. After Day One, SDS will gradually convert to the Solenis format. Limited classification & labelling change is expected, any changes will trigger the distribution of the updated document to your SDS contact manager. The product labels will adopt the Solenis brand and format on Day One. BASF product names will remain the same for the foreseeable future.

Will the Product Data Sheets (PDS) change?

Re-branding of these documents will begin on Day One. They will continue to be available as BASF-branded documents until this work is complete.

Will the Certificates of Analysis (COA) change?

The Certificate of Analysis will have minor changes to layout and content but there will be no change to the quality information reported on COAs.

Product Information

Will product names or product numbers change?

We do not expect product names to change as it relates to the transition process. However, product part numbers (SKU's) will change as result of ERP integration.

Will all BASF products retain their product classification?

Yes, they will retain their current classification. As SDS gradually convert to the Solenis format after Day One, limited changes in classification cannot be completely avoided. If the product classification or labeling is subject to change, you will be notified.

Will there be any change to product quality and/ or product specifications?

There are no changes to product quality, product specifications, packaging or shelf life.

What about REACH?

No change. Solenis will continue to be in compliance with the REACH regulation. All substance registrations will be transferred to Solenis so we can guarantee continued product delivery. A Solenis REACH contact person will be identified and you can submit your questions to REACH@solenis.com.

Do all BASF products retain their product regulatory claims?

Yes, all products will retain their current regulatory status such as BfR, FDA, REACH, Kosher etc. After Day One, finished products may be subject to re-assessment.

Will Solenis continue with your Responsible Care and International Organization for Standardization (ISO) certifications?

The RC14001 and facility ISO certifications will transfer to Solenis if available.

Will there be changes to manufacturing locations or the production processes?

There are no changes to current Solenis or transferring BASF production processes. The site locations for all Solenis plants and transferring BASF plants will remain the same.

Sales Tax Exemption Certificates

If you are a U.S. customer and are exempt from sale tax, please submit your sales tax exemption certificates for every state in which you do business where you are tax exempt. The exemption should be made out to Solenis and the following must be included on the certificates: state exemption number - registration number or resale number:

- description of the items purchased (if applicable)
- reason for exemption – resale, manufacturing, etc.
- signature and date

By state law we are required to charge sales tax unless we have a valid sales tax exemption certificate on file. If a valid certificate is not received we will assume your purchases are taxable and will charge the appropriate sales tax on future invoices.

Please note that the W-9 Form Request for Taxpayer Identification Number and Certification DOES NOT fulfill the requirements for Sales Tax Exemption.

Please send the completed exemption certificate(s) to one of the following:
papcustomerservice@solenis.com or iwtcustomerservice@solenis.com

Vendor Information Package

How do we get our vendor information package updated?

Please send any Vendor Information Packages to your Sales Representative who will coordinate with the appropriate internal resources.