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1 January 2011

Customer Letter 10

Dear customer,

Subject: REACH and DuPont

DuPont Polymers Businesses establishes an Internet Web Site for communication with it's customers.

This communication concerning REACH focuses on the initiative of DuPont to communication with it's customers globally.

Important remarks:

The following comments refer to DuPont Performance Polymers and DuPont Packaging & Industrial Polymers businesses only. Other DuPont Businesses may operate in other business environments and therefore have to adopt other approaches than our Polymers Businesses.

Communication

With the increasing awareness of REACH, the flow of communication along the supply chain has significantly increased. In certain industry segments, support has been given by a number of trade associations.

The common approach has been to develop standard information packages and attached to these, a certain number of questions to suppliers. The objective of such questions is to gather information if suppliers are aware of REACH, intend to keep their product on the European market, and have engaged in the appropriate process of pre-registration and registration.

A second subject has added to the communication flow, which is the preparation of 'Candidate List' of Substances of Very High Concern' (SVHC) by the European Chemical Agency (ECHA). Fast communication is needed along the supply chain due the requirement to answer consumer requests within 45 days.

We are now observing another wave of requests to confirm that we are on track with our pre-registration preparations, which will be followed by requests to confirm that the pre-registration has been completed.

All these flows of communication demand significant resources on both sides, from the requester and from the supplier answering.

DuPont is involved at many stages along the supply chains. As a consequence, we are receiving the same requests multiple times from different stages of the supply chain. In addition we observed a number of customers with fragmented internal organisations operating independently, multiplying their information requests.



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Being aware of the need to further increase the efficiency of our communication, we looked for a solution which would help us to satisfy our customer's information needs, but also help both sides to streamline the related efforts.

A dedicated DuPont Internet site for REACH is the best solution. This page offers the commonly requested information and provides downloadable documents as needed by our customers. The documents will be kept up-to-date. Customers can easily identify new documents / versions. Such 'Self-Service' source of information allows instant access to information and documents globally. This will be a key factor to meet the above mentioned 45 days response time obligation for consumer inquiries to retailers.

We invite you to use this offer for the benefit of a smooth implementation of REACH.

www.reach.dupont.com

Yours faithfully,

A handwritten signature in black ink, appearing to read "R. Kurzknabe".

Rainer Kurzknabe
Regulatory Affairs Programs Manager
Du Pont International Operations Sarl, Geneva

This information is based on our current level of knowledge and expresses only our intention. It does not constitute a binding obligation. Whilst the information is provided in good faith, no representations or warranties are made with regards to its completeness or accuracy and no liability will be accepted for damages of any nature whatsoever resulting from the use of or reliance on the information.

As we cannot be aware of all aspects of your business and the impact REACH Regulation may have on your company, we strongly encourage you to get familiar with REACH, its requirements and timelines.

DuPont has no intention to change its product portfolio of polymer offerings due to the introduction of REACH under the condition, that REACH does not impose commercial or technical burden, which could impact the health of our business. However, since DuPont depends on its suppliers, DuPont is not in full control of this decision. Based on industry assessments, it is likely that a certain number of chemicals will no longer be available to the European market. This may necessitate product reformulation, and subsequent product / article re-qualification, or, in more critical cases, to a complete product change.

For your information, please see also the REACH web site of the EU commission:
http://ec.europa.eu/environment/chemicals/reach/reach_intro.htm