



Ashland Quality Policy

We endeavor to be recognized as the best specialty ingredient and formulation business in the world achieved through a focus on our customers, innovation, and continuous improvement.

As employees of Ashland we take ownership for maintaining the quality and safety of our products and services. In our Zero Incident Culture, we maintain shared beliefs, values, and actions that advance a “right first time” philosophy. We maintain the goal to consistently achieve total customer satisfaction while maintaining increasing value for our shareholders.

Ashland is committed to maintaining a world class quality system that consistently meets or exceeds agreed upon customer expectations. Our business processes and manufacturing sites operate according to the principles of ISO9001 which utilize a quality risk management standard. Regulatory, market, and certification compliances are achieved through appropriate applicable good manufacturing practices aligned with business requirements.

We continue to improve our quality management system through the following actions:

- ❖ Operate under a Zero Quality Incident Culture
- ❖ Be proactive and preventative through risk assessments
- ❖ Get it Right the first time
- ❖ Be customer focused
- ❖ Build best in class standards and processes
- ❖ Develop of our employees
- ❖ Measure and communicate our performance

These actions are taken through respect and partnership with our customers, suppliers, communities, and our employees. We encourage our alliance partners, suppliers, and subcontractors to adopt a similar approach.

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