Solenis

August 22, 2026.

Integration of NCH into Solenis Business Systems: Europe, Middle East and Africa

Dear Valued Supplier,

As previously announced, Solenis completed its acquisition of NCH Corporation on October 1, 2025. With NCH's well-recognized brands and broad middle-market customer base, Solenis is now a more diversified business with greater scale, an expanded global footprint, and enhanced customer service capabilities. Together, our combined company will deliver an even stronger, customer-centric portfolio of water and hygiene solutions—backed by the people, expertise, and technology our customers and partners rely on.

Since the deal closed, the Solenis and NCH teams have been working to integrate our business systems, with a focus on keeping the transition as transparent and seamless as possible. For EMEA, we expect to complete this work by November 5, 2026. Until then, we will continue operating as usual.

We have confirmed our ERP cutover date as November 5. A blackout period will be in effect from October 29 at 7:50 p.m. CST through November 5, with systems returning online at 8:00 a.m. CST. NOTE: During the blackout period, NCH will not be able to accept any deliveries to our warehouses.

Please review the attached critical information required to support your system changes and share this guide with the appropriate personnel in your organization.

At Solenis, we understand that our success depends on our suppliers. Our employees take great pride in the service and solutions we provide to our customers and suppliers. We will do all that we can to ensure a smooth transition to the new combined business.

This letter and the attached FAQs will be posted to solenis.com for future reference. Please reach out to your Solenis or NCH procurement representative with questions.

We look forward to continuing our valued relationship with you and your company.

Sincerely,

Avin Krishnan

Avin Krishnan
Senior Vice President and Chief Operations Officer

As we continue preparing to combine the NCH business with Solenis, we remain committed to a seamless and transparent transition. This guide provides key information to help you understand what is needed to support your system changes. Please contact your procurement representative with any questions.

Contents

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 work with your NCH Supply Planning Counter Part to ensure that the NCH locations have adequate product and service supply immediately prior to the blackout period.

Blackout Period

Will there be a blackout period?

Yes, Solenis will implement a “**blackout period**” for all NCH business and production facilities.

This “blackout period” is necessary to allow us to migrate the NCH business to the Solenis ERP systems. There will be very limited operations during this period. This blackout period does not apply to existing Solenis plant operations.

Solenis Global Corporate Office Location

Solenis, 2475 Pinnacle Drive, Wilmington, Delaware 19803, USA.

Legal Entities

Will there be any legal entities change?

No. As part of the business transfer, all legal entities will remain the same resulting in very few changes.

Key Changes

What can I expect to change?

Please make these updates to your system.

- Sourcing / Procurement contacts
- Accounts payable contacts
  - E-mail addresses for invoices
  - E-mail addresses for AP queries
- Webpages (domain will be solenis.com - example: https://solenis.com/en/)
- Email addresses for employees (will end with @solenis.com)

NCH Locations

What sites are affected and will my delivery location change?

Current NCH plant delivery locations will remain the same. As part of our ongoing integration with Solenis, we may update certain branding elements over time, including our company logo.

Solenis' Supplier Portal (Coupa)

Following the integration of NCH into Solenis, the Coupa Supplier Portal (CSP) is now the standard platform used to manage supplier information and ensure compliance across all suppliers globally. Coupa is used by Solenis to maintain accurate and standardized supplier master data, ensure compliance with human rights, ethical, and regulatory requirements, support sustainability engagement, and enable proactive identification and mitigation of supplier risks.

All suppliers, both direct and indirect, are required to register and maintain an active CSP account. To remain eligible to do business with Solenis, suppliers must complete onboarding by providing accurate and complete legal entity, banking, and contact information, and must ensure this data is always kept up to date, as incomplete or incorrect information may lead to delays in onboarding, approval, or payment processing.

For suppliers providing indirect goods and services to NCH, Coupa must also be used for all procurement transactions, including purchase order receipt and acknowledgment, invoice creation directly from purchase orders, and real-time tracking of invoice and payment status; invoices submitted outside of Coupa will not be processed unless explicitly authorized.

As an existing NCH supplier, your core data will be automatically transferred into the Solenis Coupa environment to ensure continuity of operations. You will receive an email invitation after October 7 to access the Coupa Supplier Portal (CSP), where you will be required to review and confirm your company and contact information, as well as acknowledge compliance with Solenis' Business Code of Conduct. All suppliers are required to comply with Solenis' policies, including the Supplier Code of Conduct, and applicable legal and regulatory requirements as a condition of doing business with Solenis.

To support your onboarding, dedicated webinars will be organized to help you navigate the Coupa environment and understand your responsibilities. In addition, detailed guidelines and recordings of previous supplier webinars are already available at the following link: https://www.solenis.com/en/the-solenis-way/suppliers/. Should you require any assistance during the transition or onboarding process, Solenis provides dedicated support through the Coupa support team, which can be contacted at registration.coupa@solenis.com.

Vendor Billing & Documentation

At Solenis, strong supplier relationships are built on transparency, accuracy and timely payments.

Our new supplier hub has been created to give our suppliers clear, consistent guidance on how to invoice Solenis, so that bills can be processed efficiently and paid on time. The hub supports our commitment to quality, compliance with applicable regulations, and a smooth end-to-end procure-to-pay experience for all partners.

Please review the supplier hub to understand our global invoicing principles and to access legal entity details, and submission channels relevant to your business. Whether you work with us through COUPA or via non-COUPA processes, this is your primary reference point for preparing and submitting accurate invoices.

Information for Suppliers
Solenis' Billing and Invoice Standards will make it easier for suppliers to know exactly what is required to ensure smooth processing and timely payment.

- Global Billing Information COUPA Users: A consolidated guide for suppliers using the Coupa Supplier Portal or Coupa-enabled channels, covering how to submit invoices, mandatory invoice data, common rejection reasons, resubmission rules, and how to track invoice and payment status.

- Global Billing Information Non-COUPA Users: A dedicated guide for suppliers who submit invoices outside Coupa, detailing approved submission channels (email or physical mail where required), required invoice fields, "No PO, No Pay" rules, rejection triggers, and steps for resubmitting corrected invoices.

- Legal Entity & Tax Details: A structured list of Solenis, Diversey and NCH legal entities, including registered names, addresses, and tax identification numbers by country/region, to help you select the correct billing entity on your invoices.

- Invoice Submission & Helpdesk Contacts: A comprehensive directory of invoice submission email addresses and AP/helpdesk mailboxes by country and entity, so you know exactly where to send invoices and whom to contact for invoice- or payment-related queries.

Solenis' regional Accounts Payable and Supplier Support teams will continue to work with you as these standards are rolled out and updated. We encourage you to review this content before submitting invoices and to revisit it regularly to ensure you are always working with the latest guidance.

Procurement Process

What is the process for Direct or Raw material procurement?

Solenis/NCH will purchase raw materials by issuing purchase orders to suppliers, via e-mail or fax. Solenis uses SAP, as a result, NCH will migrate from Oracle to SAP.

If your company currently receives purchase orders through an EDI process, this will be maintained.

What is the process for procurement of indirect goods and/or services?

Solenis/NCH purchases Indirect goods and services by a variety of methods:

- **Purchase Order**: this is the standard purchase method
- **Corporate credit card:** Utilized for travel, entertainment, and low-value non-inventoried goods and services.
- **Candex:** Low value and/or one-off purchase of non-inventory goods and services may also be ordered via Candex. In this case you will receive a PO from Candex on behalf of NCH and with an NCH delivery address/contact.

What about open Purchase Orders following the blackout period?

Open Purchase Orders will be migrated to the new system; however, new PO numbers will be assigned to all open orders. Your NCH contact will provide the updated PO number that replaces the existing one—please ensure this new PO number is referenced on all future invoices.
To minimize disruption, please coordinate closely with your NCH contacts (Procurement, Planning, or Finance) to align on delivery and invoicing timelines ahead of the system transition.

Important: During the system closing period (Blackout Period), NCH will be unable to receive goods or process invoices. We strongly recommend completing deliveries and submitting invoices in advance of this period to avoid delays.

Required Documentation – COA & Country of Origin

Certificate of Analysis (COA)

A full Quality Management and Batch Traceability solution will be implemented in all plants and warehouses, ensuring that COA is available at the time of goods receipt for the material to be accepted into stock. The COA must contain the information as shown below.

Requirements:

- A **Certificate of Analysis (COA)** is required for all chemical materials (applicable to contract manufacturers).
- For each batch delivery:
  - Provide a **physical COA copy** with the shipment.
  - Send an **electronic COA** to **QMCoA@Solenis.com** at the time of dispatch.

Electronic submission guidelines:

- Send **one COA per email** in **readable PDF or Word format.**
- Email subject must include **Purchase Order Number and Batch Number**

Mandatory COA details:

- Material Number / SKU Code
- Product Description
- Purchase Order Number
- Batch Number
- Manufacturing Date
- Expiry Date
- Specifications (test parameters, limits, results aligned with NCH standards)
- Manufacturing Location and Address

Important:

- COAs are processed by an automated BOT that matches **SKU, Batch Number and PO Number** with warehouse receipts.
- Only after a successful match, stock is released from **Quality Inspection (QI) to Unrestricted use in SAP**.

Country of Origin

A statement "Country of Origin: [name of country]" must be added to the packing list, invoice and similar delivery documents that accompanies the physical goods. This does not replace or alter existing practices to fulfil local requirements, such as providing certificates of origin etc.

The Country of Origin refers to the country of manufacture, production or growth where a material comes from. Please note the shipment origin *may not be the same* as the Country of Origin; shipping a product through another country does not result in a change of origin. Even minimally processing a material in a country does not change the origin. For example, a material that is diluted, repackaged, or renamed does not take on the origin of where those processes occurred; Country of Origin would remain that of the raw material.

True manufacture of raw materials into a finished good generally does affect the Country of Origin; the processing must bring about "substantial transformation" of the inputs into a new material with character and use distinct from that of the component materials. The most accepted evidence of substantial transformation is a change in tariff classification, where the raw materials are changed in a way that produces an entirely new product that is classified under a different tariff or commodity code.

If you have any questions about the Country of Origin of the materials you sell or ship to Solenis, please consult with your broker, freight forwarder or legal counsel.

Supplier Shipments to EMEA:
For questions for Solenis, please email Solenis Global Trade Compliance at EMEAGTC@solenis.com and include the words "Country of Origin" in the subject line.