



A Solenis Company

March 18, 2024

Re: Cutover to Solenis ERP Business System

Dear Valued Customer:

As previously announced, Solenis completed its acquisition of Diversey Holdings, Ltd. on July 5, 2023. The combined company now serves a diverse range of industries around the world, including consumer, industrial, institutional, food and beverage, and pool and spa water markets.

Since the deal closed, the Solenis and Diversey teams have been working hard to integrate our enterprise resource planning (ERP) systems, taking steps to make this as transparent and seamless as possible. We are targeting to conclude this work in the first half of 2024. Until that time, we will continue with business as usual.

We have determined that our ERP system cut over will be May 6. Therefore, a blackout period will be in place from April 29 through May 5 - coming back online May 6 at 8:00 a.m. local time. In the meantime, please review the attached critical information required to facilitate your system changes. Please share this guide with the appropriate personnel in your organization.

This letter and the attached FAQs will be posted in nearly two dozen languages to [solenis.com](https://www.solenis.com) for future reference. Please reach out to your Solenis or Diversey sales representative or your customer service representative with any questions.

At Solenis, we understand that our success depends on you, our customer. Our employees take great pride in the service and solutions we provide.

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

Sincerely,

A handwritten signature in black ink that reads "John E. Panichella".

John E. Panichella
CEO

As we continue to prepare for the combination of the Diversey business with Solenis, we remain committed to providing our customers with the highest quality products and customer service.

To ensure a seamless and transparent transition, the following information will help you understand all the details required to facilitate your system changes. Please contact your current sales representative or customer service representative with any questions.

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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 “blackout period”** to ensure you have adequate supply during this time. (Details about the “blackout period” are covered below.)
- 3) If you have transacted with both Solenis and Diversey in the past, please continue to place orders in the usual way.

Blackout Period

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

This “blackout period” is necessary to allow us to migrate the Diversey business to the Solenis ERP system. 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 blackout period. There will be no “unplanned” deliveries during the blackout period. We encourage customers to schedule delivery as needed after the blackout period.
- During the blackout period, Customer Service will remain available to take **new orders** and will schedule these shipments for processing after the end of the blackout period. We encourage customers to **forecast your product needs** and place orders prior to the start of the blackout period and schedule your deliveries, accordingly, ensuring you have adequate stock to cover the blackout period.
- The blackout period should not apply to existing Solenis business; however, we will communicate if this changes.

Global Corporate Office Location

The global corporate office location for Solenis is:

Solenis
2475 Pinnacle Drive
Wilmington, Delaware, 19803
United States

Legal Entities

Will there be any legal entities change?

No. As part of the business transfer, most legal entities will remain the same.

Contracts, Pricing and Invoices

If my company currently has sales contracts with Diversey 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.

Will the standard Incoterms change?

No change. The Diversey business will operate through current Diversey legal entities.

What if I have a question about my invoice?

Before and after the blackout period, contact your existing Diversey Customer Service Representative 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 system cutover. However, these may change in the future due to contracts or other normal business arrangements.

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

Please continue to use your current customer service email address and telephone number. We will keep you informed about any future changes.

W9 and Tax ID / VAT Information

How do we obtain a W9 for Solenis?

Go to the [Vendor portal on Solenis.com](https://www.solenis.com/vendor-portal) to obtain the W9 and other information required to update your supplier information.

Banking Information

Banking information

Banking and payment arrangements will not change, and the current direct debit payment methods will remain.

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

The Treasury team is organized by region. Please contact Eva-Maria Feito-Fernandez (efeito@solenis.com) for North American / EMEA; Andrew Xiang (qxiang@solenis.com) for APAC; and Elaine Olivetto (eolivetto@solenis.com) for Latin America.

EDI Customers

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

For all current EDI customers, there will be a specific communication outlining the changes in detail. You should expect to receive this in January 2024. If you have any questions, please contact North America na.ebusiness@diversey.com or Europe ebusiness.support@diversey.com.

Web Shop / Ecommerce Customers

I currently order through an online web shop; how will this work with Solenis?

There will be a new ecommerce platform. For all registered ecommerce customers, there will be a specific communication outlining the changes in detail, including a new link to access the site and new login credentials.

If you want to know more about ecommerce, please contact your customer service team or your sales rep for more information.

Customer Documents

Will there be any format changes to commercial documents?

Yes. Documents such as invoices will have all required information. However, the layout may vary from previous versions. The Diversey logo will be replaced with a new Diversey logo (Diversey – A Solenis Company) but the layout will not change.

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

No, SDS and product labels will look the same. In most cases, the Diversey logo will be replaced with a new Diversey logo (Diversey – A Solenis Company) but the layout will not change.

Will the Product Data Sheets (PDS) change?

No, PDS will look the same. The Diversey logo will be replaced with a new Diversey logo (Diversey – A Solenis Company) but the layout will not change.

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. In addition, most part numbers (SKU's) will remain the same. Any exceptions will be communicated.

Will all Diversey products retain their product classification?

Yes, they will retain their current classification unless a change is required due to regulation.

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.

Do all Diversey products retain their product regulatory claims?

Yes, all products will retain their current regulatory status such as BfR, FDA, REACH, Kosher, Halal, EU Flower, Cradle to Cradle certifications etc. Product registrations will also be retained. After Day One, finished products may be subject to re-assessment.

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

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

Sales Tax Exemption Certificates

Diversey, Inc. will be requesting updated sales tax exemption certificates, via an automated system, to facilitate the migration to the Solenis SAP environment. Please follow the instructions indicated in those communication(s), which will include a link for submitting your information. Customers who submitted updated certificates in 2023 will not be required to re-submit.

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.