



Service Offerings CSC – Frequently Asked Questions

What are Service Offerings?

Service Offerings, or Business Rules, are **basic guidelines** for each Cytec Specialty Chemical business providing a consistent approach to ordering and shipping of finished goods.

When do these standards and policies become effective?

April, 2nd 2009

Why do we need Business Rules?

There are several reasons for business rules. But the main reasons include:

- The ability to have all the relevant service offering/business rules **information in one easy to use location and format** accessible by everyone.
- Providing a **consistent message**, so we can avoid confusion regarding key product information.
- Communicate this key information to our customers and provide them with the information to allow understand our **abilities to supply**.
- This information will communicate our **standard information**, we will continue to maintain the **flexibility** to supply our customers when the standard order requirements are not given but we can also communicate the costs associated with these special situations as necessary.
- The service offerings were developed in response to many recent changes in carrier capabilities, capacity, and cost of services — as well as our desire to make doing business with Cytec Industries Inc. **more straight forward**.
- After careful examination, Cytec is striving to **simplify and standardize** our order fulfillment practices across our portfolios and businesses.

Which customers are affected by these standards and policies?

All of Cytec Industries Inc.'s direct customers and distributors, who are buying chemicals, are impacted in some way by these services and policies.

Will Cytec Industries Inc. charge for services that have historically been offered without additional charge?

In some cases: **YES**

Cytec Industries Inc. has aligned the standard services to match industry norms, and Cytec Industries Inc. continues to absorb the cost of these services. The services outside these norms are valuable to select customers only. In these instances, Cytec Industries Inc. has chosen to use a **“charge for use” approach**, helping to keep the delivered cost for standard offerings as low as possible, while maintaining the fairest approach to all customers.

Exclusions:

Some product lines/business units may have certain exclusions to policies due to the nature of their product lines. Please contact your dedicated Sales Representative.

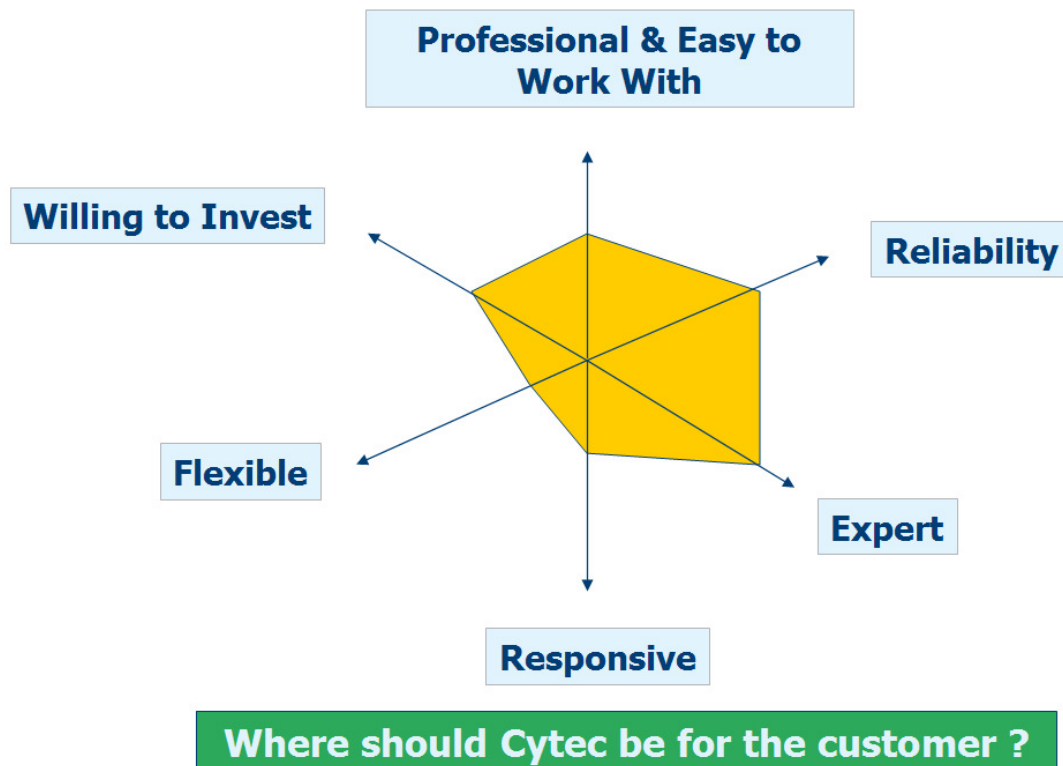
Are other chemical companies implementing similar policies?

Last several years, a number of chemical companies have either announced plans to do so or have implemented. Given that all chemical companies are facing the same transportation market dynamics, economic downturn, restructuring ... it is not surprising that changes are occurring across the industry.

Key changes to expect after the Service Offerings Program goes live...

For more up-to-date information and examples of the customer documentation that will be changing with the new program, visit www.cytec.com/serviceofferings.htm. If you have further questions, please contact your Cytec Sales or Customer Service Representative.

Out of Market Analysis and Customer Surveys:



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