



Effective: June 19, 2024
Supersedes: May 29, 2024

Dear Customer,

Thank you for sending us the request and your interest in the quality, environmental and social practices of Dow. Since Dow has publicly committed to many of the same principles described in your questionnaire, it is our practice not to sign individual customer compliance documents. Please see the information below to answer your questionnaire.

[Product Safety](#)

[Environmental Practices](#)

[Quality Practices](#)

[Social Practices](#)

Company Information

Company name:	Dow
Address:	Dow Global Center 2211 H. H. Dow Way Midland, MI USA 48674
Phone:	800-331-6451
Chief Executive Officer:	Jim Fitterling
Corporate Website:	Materials Science for a Better Future Dow Inc. Dow Corporate Company News, Careers, & Inclusion Initiatives
Number of worldwide employees:	approx. 37,000

Product Specific Documents

Please visit dow.com for product specific documents such as Technical Data Sheets, Safety Data Sheets, Regulatory Data Sheets, brochures, etc.

Technical Data Sheet (TDS): Product description, applications, and typical physical properties.



Safety Data Sheet (SDS): Composition, handling and storage, physical and chemical properties, toxicology information, transport information, and some regulatory information.

Regulatory Data Sheet (RDS): Global chemical inventory compliance, REACH SVHC, dietary laws, metal regulations, origin information, VOC, allergens and substances and compounds not expected to be present in the product.

Sales Specification Sheet: Test and test conditions, limits, and test methods.

Product Safety

Ensuring the safety of Dow products in their intended applications through our product stewardship programs and compliance with requirements are the key elements of Dow's Product Safety Program. For the company wide non-supported applications, please visit: [Product Safety | Dow Inc.](#)

Please note that this list is not all inclusive and if there are questions about specific applications, please reach out to the Customer Information Group (CIG).

Environmental Practices

2023 INTERSECTIONS Progress Report

We are guided by our ambition and fueled by the passion of Team Dow. It's why we're driving forward our priorities to protect the climate as we Decarbonize & Grow, advance a circular economy, cultivate a thriving team and community, and promote accountability and best-in-class performance. These priorities are pivotal to creating long-term value for our company, customers, shareholders and society. See how we're measuring up.

For more information about the progress report, please visit [2023 Progress Report: Advancing Sustainability Initiatives | Corporate Dow](#)

Corporate Environmental and Social Practices

All of Dow's businesses are committed to improving the environment, health, and safety of our workers, our operations, our products, our customers' use of our products, and the communities and countries where we manufacture and market.

Sustainability, Health, and Safety Management



Dow has a long history of commitment to sustainability. We believe sustainability is truly about our relationship with the world, in terms of global footprint, product stewardship and innovation, and local citizenship. We measure ourselves against the triple bottom line of economic prosperity, environmental stewardship, and corporate citizenship.

More information on Dow's Sustainability website: [Science and Sustainability | Dow Corporate](#)

Quality Practices

Quality Programs

At The Dow Chemical Company, we have a process known as Manage Product Quality (MPQ) that encompasses all aspects of quality assurance and quality control.

More information and an overview of MPQ at [Quality Policy | Beliefs and Culture | Dow Corporate](#)

Dow will provide product in compliance with the attached Sales Specification. The sales specification includes information on applicable government or industry standards, analytical tests, units, limits, methodology, and notes that are applicable to the product. Dow does not agree to any additional claims outside those specifically listed in our Sales Specification.

The objectives in our businesses are to continuously improve our manufacturing processes to provide better quality products and services that our customers want. An essential part of providing consistent quality products is to assess the impact of potential changes in our processes and to appropriately communicate these changes to our customers. A team of Dow professionals familiar with each product assesses potential impact of any process change upon our customers. When a significant potential for impact is identified, that team of professionals will implement a communications plan to our valued customers.

Please be assured we are committed to providing high quality products and service to our valued customers. If you have any questions or require further information, please contact your Dow Sales Representative.

Quality Assurance Program

The Dow Chemical Company has implemented a comprehensive management system addressing all aspects of quality as required by ISO 9001:2000. Since questionnaires are intended to check on the implementation and effectiveness of the Quality Management System, it is our policy not to fill out these surveys, however, we believe the document attached will describe the quality system to your satisfaction.



Social Practices

Dow's Code of Business Conduct

Dow's Code of Business Conduct summarizes many of the ethical principles and policies created to deal with issues such as bribery, political contributions, equal employment opportunity, and environment, health and safety. All of us at Dow, no matter where we happen to live, are expected to apply these principles in the daily performance of our job responsibilities.

More information on Dow's Code of Business Conduct website: [Business | Legal | Dow Corporate](#)

Corporate Report

As one of the world's leading materials science companies, we are committed to using science-based solutions and acting collaboratively to help lead the transition to a more sustainable society. Our sustainability reporting reflects our commitment to continuous improvement, leadership and transparency.

More information at Reporting On Our Progress website: [Reporting | Science & Sustainability | Dow Corporate](#)

Diversity & Inclusion

The Dow Chemical Company believes that respect for the dignity, rights and aspirations of all people is a cornerstone of business excellence. This position extends to every Dow employee and to all people who work at any of Dow's facilities around the world. We also expect our business partners to commit to similar values and standards. This position is integral to Dow's Values of Integrity, Respect for People and Protecting Our Planet, and The Diamond Standard, Dow's Code of Business Conduct ("Code"), which guide behavior and set expectations for ethical conduct. Global compliance with the Code is fundamental to our human rights position.

More information on Dow's Position on Human Rights website: [Inclusion & Diversity | Beliefs and Culture | Dow Corporate](#)

Human Rights

Global compliance with the Code is fundamental to our human rights position. The Code, approved by Dow's Board of Directors, has been translated into 16 languages and describes our position on matters ranging from health and safety in the workplace, to conflicts of interest, bribery, corruption, sustainability and citizenship. All employees are required to complete annual training to ensure they



understand how the Code applies to their jobs, where to obtain guidance for questions and concerns, and how to report violations.

For more information please visit [Human Rights Policy | Dow Corporate](#)

Product Stewardship

At Dow, each employee has a responsibility to make health, safety and environmental protection an integral part of all daily work. For this reason, we have implemented throughout our entire global operations a Product Stewardship Program based on the American Chemistry Council's Responsible Care® initiative. Dow Product Stewardship guidelines cover all stages of a product's life cycle and are closely monitored to ensure continuous improvement.

More information at Dow's Product Stewardship website: [Product Stewardship | Dow Inc.](#)

Safety Policy

Safety is Dow's top priority and an integral part of the culture at Dow. It is woven deeply into every decision we make about workplace and laboratory resources and processes. Our commitment to safety is fundamentally based on the belief that organizational culture and systemic employee engagement can help prevent accidents before they happen. We've developed the Dow Lab Safety Academy to enhance the awareness of safe practices in academic research laboratories and to promote a safety-first mindset in the future workforce of the chemical industry.

More information at Safety and Dow website: [Workplace Safety | Science & Sustainability | Dow Corporate](#)

Supplier Information

Partnership. It matters. That's why Dow Purchasing collaborates with suppliers worldwide to proactively help our businesses meet and exceed their goals for profitability, growth, innovation, and sustainability.

More information can be found at Dow's Supplier Information website: [Supplier Info | About | Dow Corporate](#)

Should you have any further questions, please do not hesitate to contact us or your Dow Account Manager.

Best regards,

Dow Customer Information Group



Dow

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Toll free: 800-258-2436

[Contact Us](#) | [Dow Inc.](#)

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