

Product Portfolio and Brand Changes for DuPont Controlled Environments Products—July 2009

1. Q: Why are products being eliminated? Why not keep them all?

A: With the Cardinal Health Industrial Apparel acquisition, there are many duplicate products. Fewer SKUs makes it easier for distributors to forecast their needs, which helps DuPont provide products when needed, and simplifies product selection for end users. Carrying redundant products can reduce delivery performance and may increase costs for both DuPont and the distributors.

2. Q: Are you confident that you will be able to meet customers' needs with fewer products?

A: Yes. Our experience shows that just 10 percent of our products account for 90 percent of our sales. Also, some end-users have told us they prefer to have a consolidated product line.

3. Q: Why did you select Tyvek® IsoClean® as the brand name?

A: The IsoClean® and Micro-Clean® brands have a very similar brand promise. Both provide high quality controlled environment garments that offer users outstanding protection for their production. All Tyvek® IsoClean® sterile garments, regardless of their former brand, continue to meet Sterility Assurance Level 10⁻⁶ for sterility. Consolidating into one brand will not only help to build brand equity, it also reduces confusion that arises from having two brands that have two very similar lines in the portfolio.

4. Q: Will you be updating the catalog to reflect the product branding changes?

A: Yes, the updated catalog is included as a part of the Change Notification Package mailing and can also be found on the website, www.controlledenvironments.dupont.com.

5. Q: Will the quantity of garments per case change?

A: Yes. Right now, some products have different case quantities depending on the processing or garment size selected, particularly in the Micro-Clean® brand product line. We recognize that this has been an issue for some customers in the past and are taking this opportunity to standardize on one case quantity for each product. For instance, all coverall cases will now have 25 garments per case and all frocks and lab coats will have 30 garments per case. This information is provided in the revised catalog.

6. Q: Will this result in a pricing change?

A: Prices on individual products will not change as a result of this consolidation. We have standardized case counts on a number of our products, so pricing will be adjusted based on the new case counts.

7. Q: Will customers need to requalify their DuPont sterile garments?

A: Each customer must review their own qualification process in terms of these changes being made to brands, packaging and part numbers. Comparable sizes will be available for all styles in all lines; however, it is recommended that users obtain product samples from their distributor as fit for each line could vary slightly. We will work to provide helpful information and guides to make the transition as seamless as possible. If you have further questions concerning qualification, please contact your DuPont Sales Representative.



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8. Q: Will part numbers change?

A: Yes. We are standardizing to the DuPont “smart” 16-digit part numbers. These numbers are not just a random collection of characters. Each component of the DuPont part number has meaning. When combined, these components provide a wealth of important product information. Simply refer to the “How to Interpret Product Part Numbers” section in the DuPont Controlled Environments catalog or www.controlledenvironments.dupont.com.

9. Q: Will there be a change in distribution channels?

A: No. Customers will continue to be serviced by existing distributors. DuPont has been working with all distributors to help provide a smooth transition.

10. Q: Will there be changes to the fit of the garments?

A: For products that are being discontinued, replacement products may have slightly different fits. We will provide samples for customers to evaluate.

11. Q: Will there be changes to the packaging and labels?

A: Yes, we have updated and standardized all labels, boxes and pouches. A sample of labels and packaging is included in the Change Notification Package.

Customer Service:

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www.ControlledEnvironments.DuPont.com



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