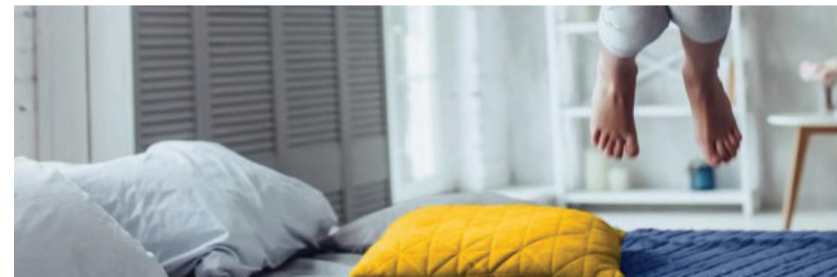




# QUALITY & SERVICE POLICY

At Momentive, we believe that a Quality Mindset and Customer Love are the foundation for executing our company strategy. Quality is the expression of our commitment to our customers, and we believe Zero Defects are achievable. Accordingly, each employee of Momentive is required to rigorously adhere to the following principles:

**QUALITY AND SERVICE**  
MAKE THE **DIFFERENCE**  
EVERY **CUSTOMER**  
EVERY DAY



We strive for customer satisfaction by listening to our customers and utilizing applicable Good Manufacturing Practice principles.



We continually improve our business processes' quality, speed, and responsiveness to meet applicable requirements.



We empower our employees to stop work to ensure quality products.



Our goal is to deliver superior value products with consistency and excellent service one task at a time.



MOMENTIVE'S EXECUTIVE LEADERSHIP TEAM

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CUSTOMER

