



# TECHNICAL SERVICE Newsletter – October 2010

Already the 3rd issue of the Technical Service Newsletter. We wish to continue to issue this bulletin twice a year in order to inform you about our activities in our three areas of competences related to our existing range of products: technical testing, field support and help desk.

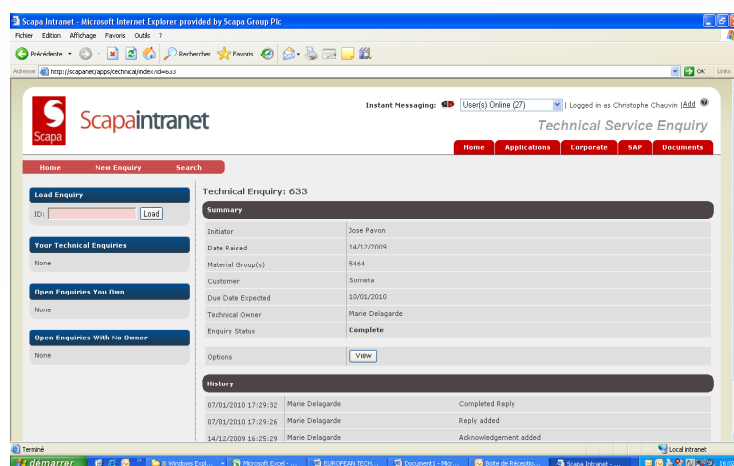
We welcome your feedback and suggestions for improvement of this newsletter, if needed.

Regards,

Your European Technical Service Team

## TECHNICAL TESTING

STATISTICS	H1 10/11	difference to H1 last year
Requests completed	121	+ 10%
Requests acknowledged within given time frame	98,4%	+ 3,4%
Requests completed within confirmed date	95,3%	+5,3%



## CONSUMER MARKET

### Technical Service contributes to the launch of the new Barnier System® range

#### What is Barnier System® ?

Barnier System is a comprehensive range of products (tapes, foams, vapour barrier films, glue) dedicated to professionals working at the insulation of houses and buildings.

What did Technical Service do ?

- Read all kinds of literature related to insulation techniques of houses and buildings and summarize applications of tapes
- Conducted an in-house testing programme of our products and the ones of the competitors on all substrates onto which the products would be applied, to check compatibility with these materials, and summarize this in an applications chart that will be included in our literature
- Provided technical training to our sales force on this new range



## TRANSPORTATION MARKET

### Technical Service helps securing business with 580 and 250 (£514,000 in 09/10)

580 and 250, glass cloths with silicone adhesive, are used to protect wire in cars where temperature varies from 150°C to 200°C : engine compartment, exhaust system. These references are part of the products being transferred from Carlstadt to Rorschach. We have to prove to our automotive customers that the change of manufacturing site does not change the performance of the products.

Technical Service has a special expertise in the testing of harnessing tapes and we volunteered to take in charge all the re-assessment of the Rorschach made 250 and 580 versus all the automotive car makers' specifications.

As of today (and after more than 100 hours of lab work), quality dossier (called PPAP) are being sent out to our customers for sign-off.

## INDUSTRIAL MARKET

### Qualifying alternatives to products deleted from our range

Technical Service commits to increasing his knowledge on the features and benefits of all of our product offering. This can have an immediate benefit in case of finding alternatives to products being withdrawn from our range. For example, we are completing a study on the remaining specialty surface protection products, following the announcement of the deletion of many of the PE films designed for surface protection.

The synthesis of this work, in form of a clear application chart, will be available at the end of November.

*Network of Technical experts, knowledgeable of Scapa's global tapes solutions (EU, NA, Asia) and the markets we choose to serve, offering technical support to our sales force and our customers, acting with passion, pace and accuracy, with the aim to create value for Scapa and its markets*

## FIELD SUPPORT

	H1 10/11	difference to H1 last year
Number of customer visits	154	+ 54%
Opportunities we have been involved in	84	+ 82%

## INDUSTRIAL MARKET

### A new business is starting with JCDecaux – Euros 160,000 p.a.

JCDecaux is a 1,9 billions Euros company focused on street furniture, billboard and urban transport. Scapa has been supplying adhesive tapes solutions to the billboard division since many years. We have recently won a market over 3M to supply K124, a polyester film/acrylic adhesive to repair advertisement panels made of paper or tyvek® during assembly. Technical Service closely worked with the French industrial sales team to make it happen: customer visits, technical testing to assess the suitability of our product and provide all data required for the RFQ (Request for Quotation), interaction with technical counterpart at JCDecaux during validation phase. After 18 months of work, we have just received our first order.



## CONSUMER MARKET

### When an “automotive” product saves a business and increases margin

Scapa had been selling product 083, a white 5mm polyurethane foam laminated onto a double-sided tissue, since many years. The application is the sealing of concrete box against leakage of liquid concrete. The tape is necessary to achieve clean edges. The site which has taken the production of this product back since the closure of Bellegarde experienced production/safety issues and Technical Service was consulted to try and find an alternative. Knowing all the requirements of the application thanks to an end-user visit, it appeared that the only possible alternative was our product 568, dedicated to sound-dampening of wire harnessing in automotive. Customer was sampled in the formats he needed and validated it. We have just received the first order. This business is worth of £100,000 p.a.



## HELP DESK

We have copied all the technical information useful for sales teams and customer care teams on the share point server on the Scapa Intranet : <http://scapanet/apps/sharepoint/>

- Competitors data base.

Technical Service maintains a data base which lists many products from our competitors and put in front the closest alternative product within our range.

- Approvals of our products (industrial range).

This file is listing all the external approvals that our industrial products have.

- New Safety Data Sheets (SDS) available.

Following the prescription of REACH regulation, we have updated the Safety Data Sheets of the so-called “preparations” (transfer tapes without internal reinforcements, mastics, resins, heat-activated films) to make our SDS compliant with the legislation.

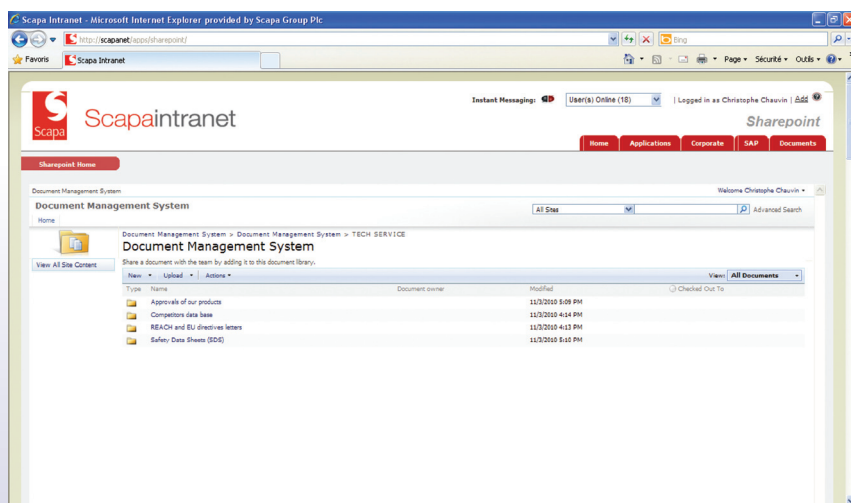
- Documents related to European directives and regulations.

On the share point, you will also find :

Certificates of conformity to European Directives in various languages.

Information letter related to Safety Data Sheets (explaining why SDS are not available for all our products).

List of our products which contain a substance of very high concern (svhc) of the candidate list for authorization (1907/2006 regulation a.k.a REACH).



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