

Dear all,

Welcome to the second issue of the European Technical Service Newsletter.

Scapa's financial year 2009/2010 has just ended and we are happy to share with you what we have accomplished this year on the technical side and also our external commercial activities.

The team has been very much in demand during the year to provide information on our products and capabilities, perform specifications and application testing, visit customers and prospects to protect or gain new business, conduct technical audits and attend line trials.

We believe we have provided an improved quality of service and added true value to our business this year.

We would like to thank all of our colleagues in Scapa for the excellent team work all through the year.

Last but not least, we would ask that you to keep this newsletter internal.

Good reading!

On behalf of the Technical Service team,

C. CHAUVIN
European Technical Service Manager

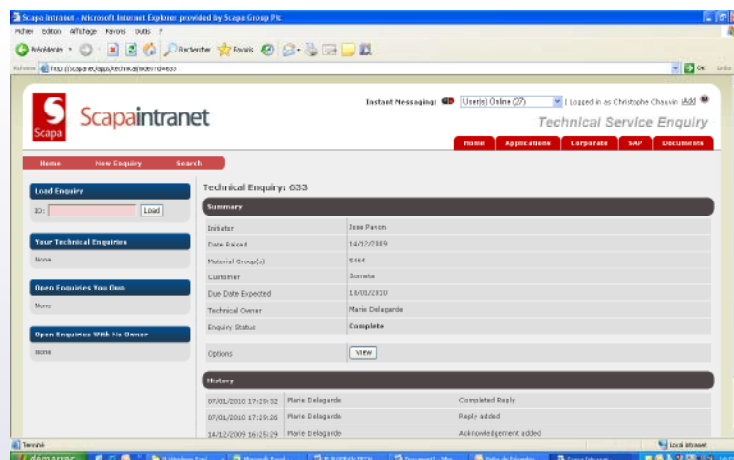
S. HENDRY
European Sales Manager



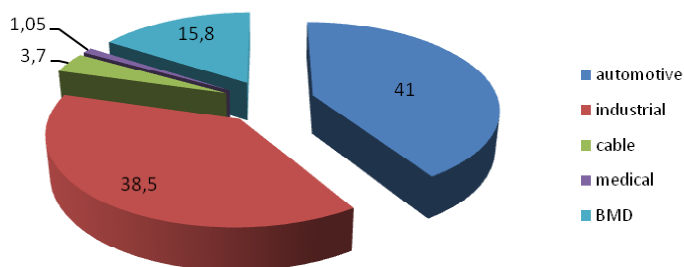
TECHNICAL SERVICE ENQUIRIES

With this tool, we record all requests received from sales teams for LABORATORY TESTS : applications, specifications, and competitor testing.

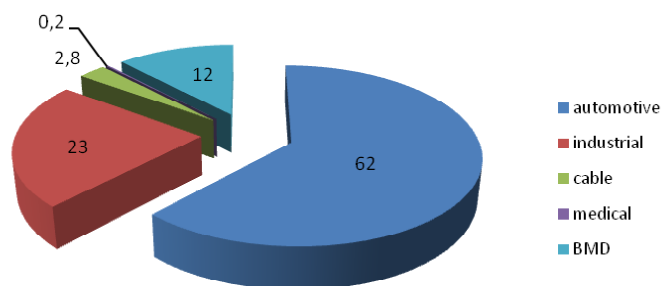
STATISTICS	09/10	08/09	Target
TSE complete	190	190	/
Time spent (hr)	1432	/	/
TSE acknowledged within given time frame	95%	95%	100%
TSE completed within confirmed date	90%	83%	90%



Enquiries per market (%)



Time spent per market (%)



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

LAB TESTING ADDING VALUE

Recent examples

AUTOMOTIVE market

Product 568A – new potential £835k p.a. + £840k p.a. to protect – Sound dampening for wire harness



"T. Derome was asked by a large wire harness maker if we had a solution to replace a Coroplast foam for Opel cars. We committed to test against the Opel specification and Renault SA specification this new product design by R&D Rorschach. In automotive, if you can't provide a complete technical dossier, you can't enter into the business. After 75 hours of internal tests the dossier was successfully submitted to the wire harness maker and to Renault SA. As a consequence, we received authorization to conduct a field test. T. Derome has just informed that the field test has been successful at the new potential account. We should start this significant business shortly !"



Product 1433 – new potential £25k p.a. – Surface protection of PP plastic parts

"JP Dupont and I have been asked by a large automotive OEM to suggest at very short notice a single-sided tape to protect during storage and transport plastic trim they make for a new Peugeot car. The requirements were : high scratching resistance, UV resistance, and residue free removal. I selected 1433 & 10748 PE tape and conducted a number of technical tests in-house and at an external laboratory to prove to the customer that we have a solution. 1433 passed all the technical & application requirements. The business has started. The Customer was very satisfied that we responded so quickly to find them a solution. Since then, 1433 has been filed into the product data base of PSA Peugeot-Citroen: this will give us new opportunities !"

Pierre TISSOT

INDUSTRIAL market

Products 5464 & 5469 – sales of £42k p.a. to protect & grow – glazing



"A French customer currently using our foam 5464 and 5469 for more than 15 years contacted us for help to obtain an European Technical Agreement (ATE) for its bonded glazed partition. Adhesion, shear, and ageing tests were performed on customer's substrates by myself and a complete report has been issued using these data. Customer was very satisfied by Scapa support. By this action we strengthened our position at this account and we expect increased business when ATE is granted."

Marie DELAGARDE



5469

Product A1270 – new potential >£200k p.a. – fixing glass to metal



"I had been in contact with a manufacturer of domestic cookers in the UK to find an alternative to a 3M product he was currently using to bond glass hob plates to a metal supporting frame as the sole means of fixing. I firstly conducted lab testing using the customer's own test regime to demonstrate that our AFT A1270 was a suitable candidate. As a consequence of the testing we were invited to visit the end user to present the results and while there, we were able to advise an improvement in the Customer's process flow, improving their process efficiency and reducing rejection rates. Although we have not yet won this piece of business for the "me too" application, the customer has subsequently invited us to visit them with respect to two other applications where tape is currently not used (they use gunned silicone). Results are expected late May 2010."

James SHIPP



Lab test - 1270 withstanding 10kg load

Product 2702 – Protection of our brand



"I received from Asia one sample of PVC tape labelled 2702 with a Scapa logo. The request was to check if the product was manufactured in Ghislarengo or not. I performed lab tests and found out this product was not ours. Key difference was the product was not self-extinguishing despite label stated. Self-extinguishing in case of fire is a must in the European electrical market, We immediately involved our Asian sales team in order to try to find out the manufacturer of the copy and engage legal action."

Sara **BALZARETTI**

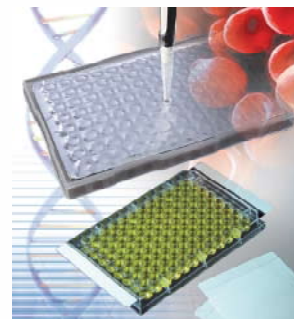
MEDICAL market

Micro-plate sealing tape - sales of £30k p.a. to protect



"In December 3M informed us that they would not be able to supply us with its 1527L that we die-cut for micro-plate application from that day onwards. We had to quickly identify an alternative product that offers the same appearance (so that the end users do not notice the change), high breathability (required for the cell culture application), good adhesion to PP based micro-plates and that Scapa Specialist Conversion Unit is able to die-cut. I worked in the lab to identify and evaluate the best suitable product. When this alternative is validated by the customer we will protect the £ 30k business, prove to our customer that we are pro-active in offering a solution to a problem before it is too late, progress other opportunities and start new ones (our turnover with this customer is already £155k p.a.)."

Elise **DELORET**



TECHNICAL STUDIES

Through the year we have dedicated time to conduct TECHNICAL STUDIES with the aim at increasing our knowledge of the performance of our products and therefore being in position to answer in a more professional way to internal and external requests. The studies we completed were :

- "Comparative study of various substrates and adhesive systems for medical applications"
- "Re-usability of our Exafit plate mounting tapes range compared to competitors"
- "Compatibility assessment of surface protection products with various substrates"
- "Compatibility of a selection of our products with various powder coating chemistries"
- "Exposure duration of our paper making tapes"
- "Compatibility wire / harnessing tapes"

If you wish to have information about these studies, please contact your local Technical Service representative.

HELP DESK

We are daily supporting our sales force, customer care or customers directly, via phone or via our e-mail address: technicalservice@scapa.com. We typically receive about 40 written requests per week and about the same number of phone-calls.

Typical questions are:

- "What is our alternative to such and such competitor product?"
- "Which product would we recommend for this application?"
- "Does this product meet this standard?"
- "Do our products contain such and such restricted substances?"

The answers are either straightforward, or they require lab testing.

Now that the TS team is completed and reorganized in "field based persons" and "site based persons" our objective is to provide a first answer to requests coming through technicalservice@scapa.com within 24 hours.

APPROVED!

Scapa products have obtained a couple of new approvals in 09/10 from certification bodies :

- Fire classification M1 (French certification) : AFT A1139 - Aluminum 333 - SS foam 3599.
- Mounting georgian bars on windows : DS foam 5404 and 5409 have received approval from IFT (Institut für Fenstertechnik), Germany.
- Photovoltaic panels framing : AFT A12X0 and DS foam 5499 have granted approval from TUV Germany versus IEC 61215:2005.
- Compatibility with Pilkington Activ™ from Pilkington glass.
 - PE tape 2903.
 - all of the single sided PVC stock line foams manufactured at Dunstable.
 - all of the acrylic adhesive coated double sided PVC & PE stock line foams manufactured at Dunstable.
 - 13 AFT products: A1179, A1160, A1178, A1138, A1130TP, A11T0, A177A, A1139, A1130TL, A11B0, A1270, A1100, and A1170.

BUSINESS INVOLVEMENT through customer visits and NSU

STATISTICS	09/10	08/09
Number of customer visits	294	134
Existing products opportunities handled	133	76
Business contribution (protect & gain)	£1 046 000	Not recorded

Examples of our involvement

INDUSTRIAL market

Products K136 – new potential £247k p.a. – PVC flooring splicing



"We had been since many years trying to capture substantial business at one European leader of PVC flooring manufacturing. Permacel P77 was in place for the various splicing job they do during production till the announcement of the closure of their US factory. Following two visits to assess needs, internal tests on all customer's substrates to convince him to try on line; a plant trial was organized and our paper tape K136 was validated for most of their applications. We have delivered in March a first order of £ 21 200. Thanks to a Scapa solution, this customer has been able to ensure the continuity of his production. We are currently working to take new orders and thanks to a new development, secure the business for the future."

Marie DELAGARDE

MEDICAL market

Coated PU films – new potential £350k p.a. – Advance Wound Care



"One of our current customers approached us to identify component materials for new dressings they want to launch on the market. I have visited the customer with the Medical Sales Manager and R&D Manager to understand the customer needs better, what the critical requirements are for the various components we are involved with, how they are going to use our products, how the final product looks like and is used by the end user. Consequently, this allowed me to narrow down the selection

of products to present, define what to test and what films/adhesive to suggest. They have now produced prototype dressings with one of our double-sided PU films to present to the wound-care professionals and the final decision on materials will be made shortly."

Elise DELORET



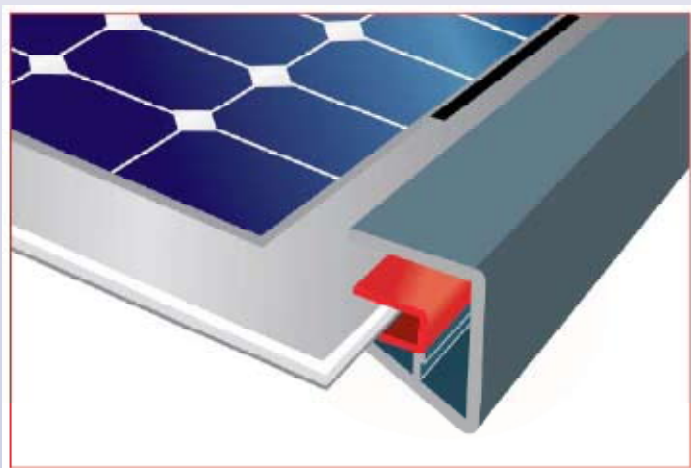
EMERGING market

Photovoltaic panels applications



"PV is a key area for growth and Scapa has many opportunities on European basis. We have been involved in projects in the UK, Italy and Spain. In the Spanish market, we have started business relations with companies to sell AFT A12T0 for framing for a potential of £ 400,000 p.a. In Italy, a prospect is currently qualifying 5464 with UL (Underwriters Laboratories) for the bonding junction boxes they manufacture onto the panels in replacement of silicone. The potential is worth of £ 32,000 p.a. During March we met a major player in the UK where we demonstrated the advantages of our foam and AFT for bonding aluminum framing around the modules. The potential is £ 450 000 p.a."

James SHIPP , Giuseppe MAFFE



PRINTING AND GRAPHICS market

Increasing our market share in flexo printing



"Last year I dedicated a lot of my time in supporting on a European basis our businesses of EXAFIT and HARDMOUNT products, used for mounting plates on cylinder in flexo printing. This is a competitive market with 3M, TESA, Lohmann as the main players. We wish to be seen by customers as a premium solution provider, to keep our margin as high as possible. To achieve this, being seen as a "professional" technical person, understanding the business as a whole is important : machines, plates, processes, substrates to print, trends, competitions. During my 25 customer visits in 09/10 I learnt a lot and (I hope) gave a lot as well : product training, technical audit, plant trial, products & application advices, quality questions. I am glad to think I contributed a little bit towards the fact that Exafit/Harmount have increased significantly in 09/10."

Harald BECKER



CABLE market

Resins 41 & 46 – sales of £250k p.a to protect & grow – insulation of cable joints



"To be more price competitive and improve the quality of our resins offering, we have been working for two years to modify the type of packaging film which contains the liquid resin and the crosslinker. The work is now complete: the epoxy 41 resin now uses a coextruded film with safety and handling instructions directly printed on it instead of a plastic film + an aluminum outer wrap. The polyurethane 46 resin now uses a multilayer aluminum covered film with safety and handling instructions directly printed on it instead of a plastic film + an aluminum outer wrap.

My work consisted of : finding and qualifying suitable films, visiting with P. Bican our big customers and also EDF (French electricity provider) to "sell" the improvements and getting approvals.

Thanks to the excellent contribution from production and maintenance departments from Valence, we now have a reliable and efficient production process for these two new designs. We have secured our current business and we are working to sell the benefits to a wider customer audience."

Claude BROGUIERE



PU 46 New double bag



Epoxy 41 New double bag

REACH and regulatory information

What does REACH stand for ?

REACH stands for "Registration, Evaluation, Authorization of CHemicals". It is a European regulation (N° 1907/2006) approved on by the European Parliament and the Council in December 18th, 2006 for entering into force in June 2007.

What is the purpose of REACH ?

REACH is aimed at better managing the thousands of chemicals that are used in European Union and that you find in industrial and consumers products and progressively eliminating the ones that are dangerous for the human health and the environment. This regulation is also a barrier for entry of chemicals manufactured outside the EU as the importers of such substances are considered as a producer so have got same obligations.



Each chemical that is produced or imported in the EU will have to be registered through the European CHemicals Agency (ECHA). The registration deadline will spread from 2010 for very high tonnage / hazard for health& environment to 2018 for low tonnage/ low health& environment hazard.

In addition to the registration action, REACH also requests some actions to producers and users of "substances = a chemical", "preparations = mixture of at least two chemicals" and "articles = finished goods".

Last but not least, ECHA is regularly populating a list of "substances of very high concern (svhc)", which are substances widely used in industrial and consumer goods at a weight concentration of above 0,1% and which cause health or environment issues. There is now, at the date of issue of this newsletter, 30 substances on the list called "candidate list of authorization". Sooner or later, these substances will be banned from production or importing in EU.

Is SCAPA impacted by REACH ?

The answer is : YES and NO

NO

We are not producing/importing "substances" ourselves, so do not have to register anything.

YES

Some of our products contain svhc of the candidate list of authorization above the 0,1% weight limit. So we have to inform our customers of that.

We have several products falling into the "preparations" category so we have to update our Safety Data Sheets (SDS)

How to proceed when you get a REACH request from your customer ?

Customer Care has got a standard letter designed by the Scapa "REACH Steering committee", which explains what Scapa has done to comply with the legal requirements of REACH. This can answer most of the requests.

Two other documents are also available : the list of our standard products sold in Europe that contains one svhc of the candidate list and an official explanation why Scapa does not issue SDS for articles anymore.

When customer specifically requests Scapa to fill-in a questionnaire, customer care can ask Technical Service for assistance.

If you wish to get further information about REACH, you can contact the steering committee at reach@scapa.com

Other regulatory information

Technical Service is also providing support on other regulations or directives or list of banned/restricted substances that customers can have. For most popular European directives, standard statements are available for most of our products on : outlook/public folder/European technical service/European directives

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