

NOVA Chemicals Performance Styrenics



CUSTOMER FOCUSED AND MOVING FORWARD

At NOVA Chemicals, we focus on plastics and chemicals that make everyday life safer, healthier and easier. We do this by working closely with our customers to create value for their businesses and by bringing innovative solutions and technologies to consumer, industrial and packaging markets.

We are a leader in expandable polystyrene (EPS) technology and applications development. Our team works closely with customers to help them develop the innovative products that consumers demand – products that provide convenience, safety and value.

TECHNICAL AND CUSTOMER SERVICE

NOVA Chemicals Technical Service and Customer Service Teams are dedicated to helping you develop the best solutions for your customer's needs. Reliable, knowledgeable and trained, our representatives are ready to answer any product questions you may have.

Our Technical Service Team provides on-site assistance with pre-expansion and molding of NOVA Chemicals resins, along with training sessions for pre-expander and mold operators.

Our Customer Service Team is available to assist with needs such as the placement of orders, order status updates, shipping/quality documents and invoicing. Our Customer Care website provides secure access to orders and to account and shipping information – providing accurate, up-to-date information for customers. To learn more, contact your Customer Service Representative or visit www.novachemicals.com/customercaresweb

ANALYTICAL AND PHYSICAL TESTING LABORATORIES

Our analytical and physical testing services save our customers time and money by allowing them to learn about their products relative to various standards and requirements.

Analytical testing capabilities include:

- Pentane
- Volatile organic compounds
- Molecular weight and lubricant (coatings) analyses
- Ability to identify water and surface contaminants

Physical testing laboratory capabilities include:

- Flexural strength
- Compressive resistance
- Specimen density
- Thermal resistance (R-value)
- Water vapor permeance
- Geofoam compression
- Oxygen index testing

EPS



CODE COMPLIANCE AND PRODUCT REGULATORY CONSULTATION

Customers can work with our technical service representatives to answer questions regarding the various construction and component listings that NOVA Chemicals maintains for our modified product line. These include International Code Council – Evaluation Services (ICC-ES), Underwriters Laboratories (UL), Underwriters Laboratories Canada (ULC), and Factory Mutual (FM). We can help customers navigate the various requirements that they must meet when using our approved resins in construction applications or when using our materials as components of other consumer products.

PRODUCT PORTFOLIO

Our product line encompasses a full range of EPS applications including construction, protective packaging and cup and container grade.

Learn more about our EPS products at www.novachemicals.com/eps

Along with standard EPS, NOVA Chemicals is proud to manufacture ARCEL® advanced foam resin for protective packaging applications. Designed to withstand the harshest shipping environments, ARCEL resin enables significant reduction in packaging size without sacrificing protective properties.

Learn more at www.arcelresins.com

NOVA Chemicals develops and manufactures chemicals, plastic resins and end-products that make everyday life safer, healthier and easier. Our employees work to ensure health, safety, security and environmental stewardship through our commitment to sustainability and Responsible Care®. NOVA Chemicals is a wholly owned subsidiary of The International Petroleum Investment Company (IPIC) of the Emirate of Abu Dhabi.



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