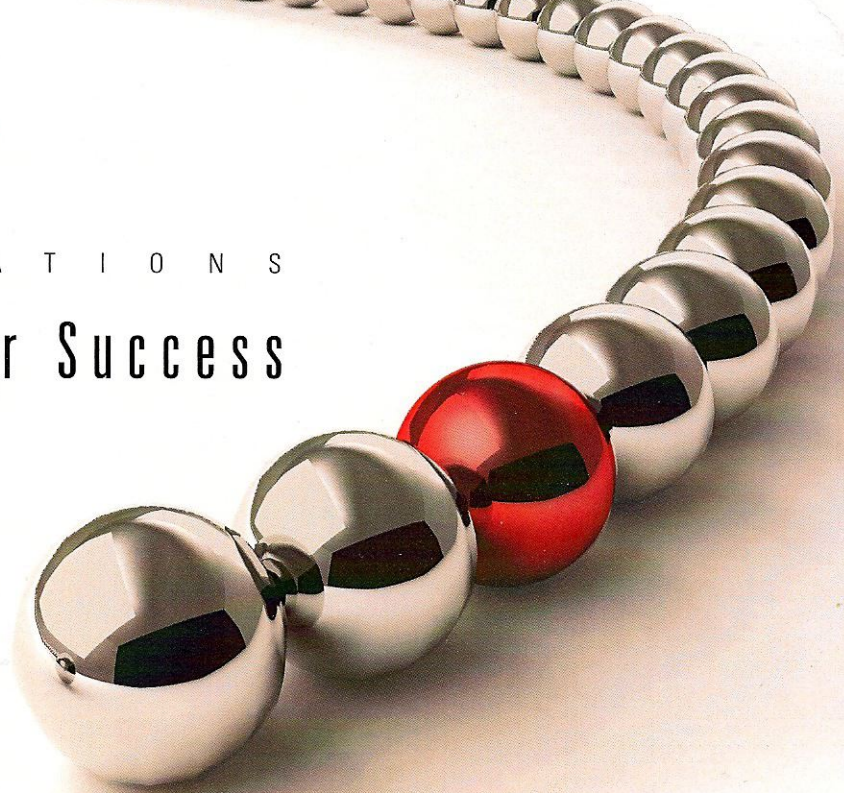




C O N G R A T U L A T I O N S

Enabling Customer Success



Dear Eric,

Congratulations on being nominated by Mary Sue Markey for successfully building and executing an external Dow Services Business website over a short timeframe. You worked closely with Marketing, Public Affairs, and executive leadership in our business. In addition to this, you have worked with Service Directors and others to ensure the initial content was consistent with the overall value proposition of Dow Services Business and took advantage of service line content already in existence. From a customer perspective, this will provide an entry point for external customers to better understand our offerings and capabilities. From Marketing's perspective, you anticipated and performed due diligence to go beyond just building a website to building a mechanism for enticing customers and measuring the impact and utilization of the site for opportunity identification. Your dedication to serving our customers, and our business, is a shining example for all of us to admire.

Because of your commitment to outstanding service, we would like to present you with the Dow Services Business Recognition Award for "Enabling Customer Success." The award, with the magnetic spheres, represents how we work individually but come together to form a strong bond when it comes to serving our customers.

Thank you for your dedication to making Dow Services Business a success. It is through dedicated people like you we can enable our business to continue to grow and prosper for years to come.

On behalf of the entire Dow Services Business Management Team, I would like to offer my sincere thanks and congratulations.

Regards,

A handwritten signature in cursive script, reading "Jim Varilek".

Jim Varilek

Vice President, Dow Services Business