



Bergen op Zoom, January 2020

Dear Customer,

This letter responds to your request to complete and return your Supplier questionnaire/ assessment and provide information on (one or more of the) following topics: SABIC's Quality Management, Environmental, Health and Safety (EHS) Management, Hygiene, Ethics and Sustainability policies and processes.

Conducting our operations in accordance with the applicable laws and regulations and international (industry) standards, as well as treating our customers, suppliers, employees and communities with honesty, fairness and openness and respecting our environment, is a business priority for our leadership team and every one of our employees.

To that end, we have implemented a variety of management systems in accordance with international standards (ISO 9001, RC (ISO) 14001) and in line with OSHAS 18001 that are designed to ensure that SABIC meets its commitments regarding Quality of our products, Environment Health and Safety, Hygiene, Ethics and Sustainability.

Many customers in Specialties businesses have asked us to complete their supplier questionnaires. While we acknowledge the desire of our customers to be informed on their supplier's internal management systems and processes, we trust you will understand that we made the decision not to complete and return each – often in detail varying – individual customer questionnaire as that would adversely affect our ability to handle such individual requests and respond in an efficient and effective manner. We therefore have prepared a package of information providing the relevant information you are seeking.

We hope and trust the attached information package will give you sufficient information about SABIC's internal management systems and processes and provide adequate assurances as to our full commitments regarding Quality of our products, Environment, Health and Safety, Hygiene, Ethics and Sustainability.

We thank you for your understanding and look forward to the continued growth of our valuable cooperation.

Yours sincerely,

Quality Management Team SABIC Specialties

Encl. customer information package (pages 2 to 13)

Annex; Detailed statements, information regarding Quality, EHS, Hygiene, etc.

SABIC		
<p>Saudi Basic Industries Corporation (SABIC) ranks among the world's top Petrochemical companies. It was founded in 1976 in Saudi Arabia and is presently operating in 45 countries in various business units including Petrochemical and Specialties. SABIC manufactures on a global scale in Saudi Arabia, Europe, the America's and Asia Pacific.</p> <p>Detailed information on SABIC can be retrieved from the company website https://www.sabic.com/en</p>		
Topic	General SABIC	
1	Company:	SABIC Innovative Plastics – Specialties SBU
2	Address Regional Hub:	AMR: One Noryl Avenue, Selkirk, NY 12158, USA APAC: 23 Benoi Rd, Singapore 629895, Singapore EUR: Plasticslaan 1, 4612 PX Bergen op Zoom, Netherlands
3	Phone:	AMR: 1-800-PLASTIC EUR: + 31 164 292911
4	E-Mail:	See SABIC on the Website: https://www.sabic.com/en
5	Contact (for all subjects):	via Commercial: Customer Service Representative and Sales Account Manager
6	Addresses production Sites AMR:	Cobourg, ON Canada Columbus, IN USA Mount Vernon, IN USA San Luis Potosi, Mexico Selkirk, NY USA
	Addresses production Sites APAC:	Benoi, Singapore Moka, Japan Rayong, Thailand Shanghai, China
	Addresses production Sites EUR:	Bergen op Zoom, Netherlands Pontirolo Nuovo, Italy Raamsdonksveer, Netherlands Thornaby, United Kingdom
		See SABIC on Website: https://www.sabic.com/en/about/locations
7	Emergency phone:	see SDS
8	Employees Specialties BU:	AMR: 1200, APAC: 900, EUR: 600
9	Materials supplied:	Chemical products, Polymer granules & compound of LEXAN™COPOLYMER™, LNP™, NORYL™, ULTEM™ Additive manufacturing/ 3D printing solutions
10	Turnover:	See Annual report on https://www.sabic.com/en
11	Organization:	See Annual report on https://www.sabic.com/en

DISCLAIMER: THE MATERIALS, PRODUCTS AND SERVICES OF SAUDI BASIC INDUSTRIES CORPORATION (SABIC) OR ITS SUBSIDIARIES OR AFFILIATES ("SELLER") ARE SOLD SUBJECT TO SELLER'S STANDARD CONDITIONS OF SALE, WHICH ARE AVAILABLE UPON REQUEST. INFORMATION AND RECOMMENDATIONS CONTAINED IN THIS



DOCUMENT ARE GIVEN IN GOOD FAITH. HOWEVER, SELLER MAKES NO EXPRESS OR IMPLIED REPRESENTATION, WARRANTY OR GUARANTEE (i) THAT ANY RESULTS DESCRIBED IN THIS DOCUMENT WILL BE OBTAINED UNDER END-USE CONDITIONS, OR (ii) AS TO THE EFFECTIVENESS OR SAFETY OF ANY DESIGN OR APPLICATION INCORPORATING SELLER'S MATERIALS, PRODUCTS, SERVICES OR RECOMMENDATIONS. UNLESS OTHERWISE PROVIDED IN SELLER'S STANDARD CONDITIONS OF SALE, SELLER SHALL NOT BE RESPONSIBLE FOR ANY LOSS RESULTING FROM ANY USE OF ITS MATERIALS, PRODUCTS, SERVICES OR RECOMMENDATIONS DESCRIBED IN THIS DOCUMENT. Each user is responsible for making its own determination as to the suitability of Seller's materials, products, services or recommendations for the user's particular use through appropriate end-use and other testing and analysis. Nothing in any document or oral statement shall be deemed to alter or waive any provision of Seller's Standard Conditions of Sale or this Disclaimer, unless it is specifically agreed to in a writing signed by Seller. Statements by Seller concerning a possible use of any material, product, service or design do not, are not intended to, and should not be construed to grant any license under any patent or other intellectual property right of Seller or as a recommendation for the use of any material, product, service or design in a manner that infringes any patent or other intellectual property right.

SABIC and brands marked with TM are trademark of SABIC or its subsidiaries or affiliates, unless otherwise noted.
© 2020 Saudi Basic Industries Corporation (SABIC). All Rights Reserved.

Quality

As a minimum, our management system meets the requirements of the international standard for quality management systems (ISO 9001) as well as the international quality standard for specific automotive business, where applicable.

The actual ISO certificates can be downloaded from:

<https://www.sabic.com/en/about/our-quality-standards>

SABIC production Sites out of Europe for the Specialties Business units are also certified for ISO 9001.

Topic	Quality management	Answer Y/N	Remark
1	Does the company have a quality management system based on ISO 9001 and following?	Y	All plants are certified
	IATF16949, but Automotive Standard Methodology	N	PPAP for specific customers, MSA on selected equipment and SPC for specific items or in specific cases (mainly one-time capability analysis for specs, not continuous process control), process FMEA, Business continuity plan
	ISO13485	Y/N	Only at Columbus, IN USA Other plants apply GMP rules but are not ISO13485 certified
	ISO17025	Y/N	Only at Columbus, IN USA Mount Vernon, IN USA San Luis Potosì, Mexico Selkirk, NY USA Other plants follow EN10204 3.1 guidelines
2	Is the Management system certified according to ISO 9001?	Y	Certificates via website https://SABIC_certificates
3	Do you have a Quality policy?	Y	Its validity is reviewed by Management at least annually
4	Do you have a Quality structure to cover context of Organisation and Risk & Opportunities analysis?	Y	Corporate High Level Structure with localisation topics
5	Do you have a controlled process to carry out regular internal audits?	Y	Central structure and design for system audit, according to the QMS certification. Specific process and/or product audit in Manufacturing to address Customer or Market requirements (e.g. FDA, GMP, NSF, UL ...)

6	Do you have an Emergency procedure (surety of supply)?	Y/N	Depends on contract with customer (min/safety stock based on risk assessment)
7	Do you have a Product liability insurance?	Y	-
8	Do you have a process to capture all Business and Market requirements, including Customer Specific requirements/ Quality Agreements?	Y	Corporate management, led by Commercial team with contribution of Quality and Legal
9	Do you have a controlled process for product development/ change / approval? <i>Change may include but not limited to facility, raw material used, warehouse, equipment, software, method of producing/ processing/ testing, critical process parameters/ monitoring, sampling plans</i>	Y	Process led by Material Management team through NGI/ GCSA workflow in SAP; Product Management involved for communication of changes for Customer approval qMOC for internal process/ formulation change
10	Do you have main metrics/ KPIs for monitoring and continual improvement of production and service provision?	Y	On-time delivery, Product conformity, EHS, Capacity & capability, Profitability, Sustainability
11	Do you have a controlled process to purchase raw materials with buying specifications?	Y	Process is owned by Global Procurement Service (GPS)
12	Do you have a controlled process to qualify your suppliers?	Y	Process is owned by Global Procurement Service (GPS) with Technology & Innovation (T&I)
13	Do you have a controlled process to evaluate performance for externally provided processes, products and services?	Y	GPS has a multi-year plan for supplier evaluation Input from Manufacturing about (local) supplier compliance, quality performance and service
14	Do you have a controlled process to implement production and service provision, included suitable resources?	Y	-
15	Do you have a controlled process to verify materials and products conforming to specifications?	Y	Detailed Control Plan through the entire production process (from incoming materials to product shipment) Quality Control (QC) at production start-up and during process (inspection plan in SAP)
16	Do you have a controlled process to align results among laboratories?	Y	At product development, alignment of results between T&I and local QC For the non-ISO17025 labs, Global alignment (e.g. colour), SQC and round robin for critical characteristics

17	Do you have a controlled process to manage non-conforming material/ products from the ones conforming to SABIC technical specifications?	Y	-
18	Are Non-Conforming materials/ products stored separately?	Y/N	Some locations do not have a quarantine area, but all NC products are blocked in SAP, preventing further use or delivery Visual management applies, too
19	Are raw materials stored separately from products?	Y	-
20	Are products labelled/ coded?	Y	Grade, (colour), batch number, date of manufacturing, country of origin
21	Do you have a system that assures upstream and downstream traceability of materials/ products?	Y	Through SAP batch number, integrated in process documents/ hardcopies - upstream: at level of incoming goods, linked to vendor info; - downstream: reflected on product Handling Units (HU)
22	Do you apply FIFO principle?	Y	Yes, standard It can be overruled due to business/ safety reasons
23	Do you have a controlled process for preventive maintenance/ calibration schedules for your equipment?	Y	Mostly managed through SAP
24	Do you have a controlled process to review and manage the products released under suspect Out-Of-Tolerance or calibration failure?	Y	If a failure is detected, production needs to be recontrolled starting from the last safe point This includes product recall from market
25	Do you supply your customers with an Inspection/ Analysis Certificate (CoC/CoA) based on EN 10204?	Y	All deliveries have a Certificate of Analysis, in conformity with EN 10204 3.1
26	Do you retain polymer samples of produced products?	Y	Retain samples are stored for at least 6 months, unless differently specified or requested
27	Do you have a controlled process to deal with customer complaints?	Y	Managed through notifications in SAP: issue resolution, RCCA, CAPA/ 8D report
28	Do you have a controlled process for the recall of polymer products?	Y	Part of the customer complaint process in SAP
29	Do you have a process to capture feedback from Customer and their Satisfaction?	Y	Managed through commercial team, Customer Service and

			formalised in periodic reports based on selected interviews
30	Are employees trained regarding process and input/ output based on written operating procedures?	Y	Requirements are defined in the Training matrix/ Training-On-the-Job (TOJ) process Results in skill maps
31	Do you allow Customer audits to take place?	Y/N	SABIC is ISO 9001 certified. To be discussed further via our Commercial Contact

Environment.

An environmental Management System is in operation.

As a minimum, this Management System is in line with the environmental permits and applicable legislation. Furthermore, this Management System is based on EHS & Operations Management System (SHEMS, OMS).

OMS is an internal SABIC standard with requirements on safety, security, health and environment and follows the requirements of ISO 14001.

SABIC production Sites in Europe for the Specialties Business units are also certified for RC (ISO) 14001.

Topic	Environment	Answer Y/N	Remark
1	Does the company have an environmental management system based on ISO 14001?	Y	SABIC Internal EHSS management system implemented, which is aligned with requirements of ISO 14001
2	Is the Management system certified according to RC (ISO) 14001?	Y/N	Certificates via https://SABIC certificates
3	Do you have a person responsible for environmental control?	Y	EHSS Managers
4	Do you have an Environmental policy?	Y	https://SABIC EHSS policy
5	Do you have assessed your environmental aspects / risks?	Y	EHSS management system risk characterizations
6	Do you have continuous environment improvement based on the risk assessment?	Y	EHSS management system risk characterizations
7	Do you have a competent person on Site to give Environmental guidance regarding legislation?	Y	-
8	Do you train your employees on relevant Environmental risks?	Y	-
9	Do you have systems for reducing waste?	Y	-
10	Do you conduct internal Environmental Audits?	Y	-

Occupational Health & Safety (H&S)

As a minimum SABIC complies with applicable legislation.

Aspects regarding Occupational H&S are included in the integrated management system, which is among other things based on SHEMS/OMS-requirements. SHEMS, OMS is an internal SABIC standard with requirements on safety, security, health and environment. The principles of ISO 45001 are recognized and integrated in the SHEMS/OMS-requirements. A reporting and evaluation system for incidents is in operation (lessons learned).

Topic	Health & Safety	Answer Y/N	Remark
1	Does the company have a Health & Safety management system based on ISO 45001?	Y	SABIC Internal EHSS management system implemented, which follows requirements of ISO 45001
2	Is the Management system certified according to ISO 45001?	N	-
3	Do you have a person responsible for H&S control?	Y	EHSS Managers
4	Do you have an H&S policy?	Y	https://SABIC EHSS policy
5	Do you have assessed and documented your H&S risks?	Y	-
6	Do you monitor accidents causes and trends?	Y	-
7	Do you have a safety committee?	Y	-
8	Do you have a competent person on Site to give H&S guidance regarding legislation?	Y	-
9	Do you train your employees on relevant H&S risks?	Y	-
10	Do you have H&S procedures for the control of contractors?	Y	-
11	Do you conduct internal H&S Audits?	Y	-
12	Do you have First aid facilities/ Emergency Response teams in place?	Y	Big sites have on-site dedicated professionals. Small sites have ERT trained personnel.
13	Do you have a process to monitor your High-Risk-Operations both for your employees and for external contractors?	Y	Work permit process in place (e.g. hot work permit, working on height permit, ...) plus site-/ task-specific training
14	Do you have a process to control a machine not in service is safe and de-energised?	Y	Lock Out - Tag Out process in place (LOTO); long-term lock-out

Hygiene

SABIC is a major producer/seller of **polymers** for the global market including the packaging industry. Consequently, a large amount of these products come into contact with food and pharma.

Food contact materials and Pharma grade materials are manufactured following the requirements of Good Manufacturing Practices (GMP) according to FDA or Commissions Regulation EC 2023/2006/EC (see our declarations on <https://www.sabic.com/en/products>)

It is SABIC interpretation that food safety standards e.g. HACCP (Hazard Analysis and Critical Control Points) are relevant for the manufacturing and supply of food and for articles used in food packaging and filling operations. Since these food safety standards are not relevant for plastic raw materials, SABIC has not implemented a HACCP assessment system or any other food safety standard system in its production facilities.

Especially in critical areas like food contact, pharmaceutical packaging, toy or drinking water applications SABIC has declarations (see the above website) available specifying the conditions of compliance with the relevant laws and regulations.

Topic	Hygiene	Answer Y/N	Remark
1	Does the company have a Hygiene management system based on BRC-IoP (IFS / ISO 22000)?	N	System is based on GMP-food, see 2 GMP/HACCP documents https://SABIC certificates
2	Is the Management system certified according to BRC-IoP?	N	-
3	Do you have implemented a HACCP system?	N	Polymer raw material manufacturers are excluded to have HACCP
4	Do you have Codes of good practices in place?	Y	GMP-food in accordance with EC 2023/2006
5	Do you have procedures for glass/ hard plastic objects?	N	-
6	Do you have procedures for wearing jewellery in the production area?	Y	Prescribed/ embedded in General Safety procedure
7	Do you allow eating and drinking in the direct production area?	N	-
8	Do you allow smoking in the production areas?	N	-
9	Do you have scheduled cleaning procedures?	Y	-
10	Do you wear protecting clothing in operation areas?	Y	Safety based, clothes are externally washed
11	Do you have Pest control procedures?	Y	Where applicable
12	Do you train your employees on hygiene?	Y	On GMP food contact
13	Do you have in the production line systems for the detection of foreign bodies?	Y	Filters and metal detectors (for packed products)
14	Do you as company comply with following Legal requirements: - for Polymers & Chemicals /CE/ 1907/2006 (REACH)?	See →	for REACH declaration per product https://SABIC products

15	- for EU 10/2011 (former: EC 2002/72) and EC 1935 /2004 framework (Food contact)?	See →	for declaration of product conformity https://SABIC products
16	Do you as company comply with other relevant product safety information?	See →	for declaration of product conformity https://SABIC products

Ethics

SABIC is fully committed to compliance and integrity. For that purpose, it has developed and issued a SABIC Code of Ethics, which can be downloaded from its website:

<https://www.sabic.com/en/about/our-compliance-culture/sabic-codeof-ethics>

Employees are regularly trained to ensure compliance. We also like to note that SABIC is a signatory to the UN Global Compact (“UNGC”). You can find more information about our registration as a signatory to the UNGC site on the website:

<https://www.sabic.com/en/sustainability/corporate-reporting/ungc-principles>

Sustainability

SABIC is committed to sustainable business practices. In that respect, we annually report about our commitments and performance as to sustainability. The Sustainability Report can be downloaded from: <https://www.sabic.com/en/sustainability/corporate-reporting>

Topic	Various items (Ethics, Sustainability, Energy)	Answer Y/N	Remark
1	Do you have an Ethical policy= Code of Ethics?	Y	See Website: https://SABIC code-of-ethics
2	Is SABIC a signatory to the UN Global Compact (“UNGC”)?	Y	See website: http://SABIC on UNGC
3	Do you train your employees on ethical issues?	Y	-
4	Does the company evaluate its CSR performance by a third party?	Y	By EcoVadis, the latest score was Gold award rating – SABIC is in the top 3% of chemical & fertilizer suppliers and in the top 2% of overall suppliers assessed by EcoVadis. For more info on EcoVadis contact: www.ecovadis.com
5	Do you have policies aimed to abolish Child labour?	Y	See SABIC Code of Ethics https://SABIC code-of-ethics In addition, SABIC is introducing a program to ensure its suppliers meet sustainable business requirements, including the abolishment of child labour practices
6	Does your compliance program identify conflict minerals as specified in title XV, section 1502 of the US Dodd-Frank Wall Street Reform and Consumer protection act?	Y	In case SABIC products contain any conflict minerals, such will be indicated in the General Absence Declaration per product, See https://SABIC products
7	Do you as a company have a sustainability program?	Y	https://SABIC sustainability
8	Do you have sustainability targets?	Y	-

9	Do you have Energy certificate ISO 50001	N	-
10	Do you have an AEO certificate (Customs security)?	N	-