



Sittard, February 2017

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 the Polymer / Chemical business 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,

J.E.W. de Bock
Quality Manager SABIC Europe

Encl. customer information package (pages 2 to 8)

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

SABIC

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 Polymers and Chemicals. SABIC manufactures on a global scale in Saudi Arabia, Europe, the America's and Asia Pacific. The European head office is located in Sittard, the Netherlands.

Detailed information on SABIC can be retrieved from the company website <https://www.sabic.com/en>

Topic	General SABIC	
1	Company:	SABIC Europe
2	Address (Visit):	Europaboulevard 1, 6135 LD, Sittard, Netherlands
3	Address (postal):	PO Box 5151, 6130 PD, Sittard, Netherlands
4	Phone:	General: + 31 46 722 2222
4	E-Mail:	See SABIC on the Website: https://www.sabic.com/en
5	Contact (for all subjects):	via Commercial contact; Sales Account Manager,
6	Addresses production Sites Europe:	See SABIC in Europe on Website: https://www.sabic.com/en/about/locations
7	Emergency phone:	Polymers: + 31 46 476 5555 Chemicals: see MSDS or +1 760 476 3961 (Sabic access code: 333619)
8	Employees:	Worldwide: 40.000, Europe: 6.000
9	Materials supplied:	Polymer granules (grades) and Chemical products
10	Turnover:	See Annual report on https://www.sabic.com/en
11	Organization:	See Annual report on https://www.sabic.com/en

Disclaimer. The information contained herein may include typical properties of our products or their typical performances when used in certain typical applications. Actual properties of our products, in particular when used in conjunction with any third party material(s) or for any non-typical applications, may differ from typical properties.

It is the customer's responsibility to inspect and test our product(s) in order to satisfy itself as to the suitability of the product(s) for its and its customers particular purposes. The customer is responsible for the appropriate, safe and legal use, processing and handling of all product(s) purchased from us.

Nothing herein is intended to be nor shall it constitute a warranty whatsoever, in particular, warranty of merchantability or fitness for a particular purpose.

Supply Agreements and General Conditions of Sales are applicable to all sales.

SABIC Europe as referred to herein means any legal entity belonging to the SABIC Europe group of companies

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 (ISO/TS 16949).

The actual ISO 9001 certificate incl. certificate schedule for the European Polymer & Chemical business and the ISO/TS 16949 for specific Automotive business can be downloaded from:

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

SABIC production Sites out of Europe for the Business units Polymers and Chemicals 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 for specific automotive business parts ISO/TS 16949?	Y	
2	Is the Management system certified according to ISO 9001, ISO/TS 16949?	Y	Certificates Europe via https://www.sabic.com/en/about/our-quality-standards
3	Do you have a Quality policy?	Y	https://www.sabic.com/en/Images/SABIC-EHSS-Policy-v3_tcm1010-3203.pdf
4	Do you have a Quality manual?	Y	
5	Do you carry out regular internal audits?	Y	
6	Do you have a Product liability insurance?	Y	
7	Do you check the incoming raw materials?	Y	
8	Do you purchase raw materials with buying specifications?	Y	
9	Do you have procedure for approving incoming raw materials?	Y	
10	Do you control non-conforming products from products conforming to SABIC technical specifications?	Y	
11	Are Non-Conforming products stored separately?	Y/N	Blocked in SAP
12	Are raw materials stored separately from products?	Y	
13	Do you have a system that assures upstream and downstream traceability of materials / products?	Y	SAP lot/batch number
14	Is there a procedure for Non-Conforming products?	Y	
15	Do you have a procedure (process) to verify product conforming to specifications?	Y	
16	Do you have a procedure for recall of polymer products?	Y	
17	Do you have a procedure to deal with customer complaints?	Y	
18	Do you have a product development/ change / approval procedure	Y	

19	Do you have preventive maintenance schedules for your equipment	Y	SAP
20	Do you calibrate measuring equipment used in production	Y	SAP
21	Do you retain polymer samples of produced products	Y	Stored for 0,5- 1 year
22	Do you qualify your suppliers	Y	
23	Do you evaluated the supplier performance?	Y	
24	Do you supply your customers with a Inspection/Analysis Certificate (CoC/CoA) based on EN 10204?	Y	Type depends on contract
25	Are employees trained regarding process/product based on written operating procedures?	Y	
26	Are quality records/results (for example: Product analysis, incoming raw material check, manufacturing data, etc.) controlled and stored?	Y	10 years
27	Do you apply FIFO principle?	Y	Yes, standard, can be overrule due to business/ safety reasons
28	Do you have an Emergency procedure (security of supply)?	Y/N	Depends on contract with customer (min/safety stock based on risk assessment)
29	Are products labelled, coded?	Y	Grade, (colour), lot/batch number
30	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 SHEM.

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

SABIC Europe and production Sites out of Europe for the business units Polymers and Chemicals are 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 SHE management system: SHEM implemented which is aligned with requirements of ISO 14001
2	Is the Management system certified according to RC (ISO) 14001?	Y	Certificates Europe via https://www.sabic.com/en/about/our-quality-standards
3	Do you have a person responsible for environmental control?	Y	EHSS Managers
4	Do you have an Environmental policy?	Y	https://www.sabic.com/en/Images/SABIC-EHSS-Policy-v3_tcm1010-3203.pdf
5	Do you have assessed your environmental aspects / risks?	Y	
6	Do you have continuous environment improvement based on the risk assessment?	Y	
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 SHEM-requirements. SHEM is an internal SABIC standard with requirements on safety, security, health and environment. The principles of OSHAS 18001 are recognized and integrated in the SHEM-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 OSHAS 18001?	Y	SABIC Internal SHE management system: SHEM implemented which follows requirements of OSHAS 18001
2	Is the Management system certified according to OSHAS 18001?	N	
3	Do you have a person responsible for H&S control	Y	EHSS Managers
4	Do you have a H&S policy	Y	https://www.sabic.com/en/Images/SABIC-EHSS-Policy-v3_tcm1010-3203.pdf
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	Y	

Hygiene

SABIC is a major producer/seller of **polymers** for the European 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 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://www.sabic.com/en/about/our-quality-standards
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	We have closed polymerisation systems & controlled compounding/ logistic system
6	Do you have procedures for wearing jewelry in the production area	N	We have closed polymerisation systems & controlled compounding/ logistic system
7	Do you allow eating and drinking in the direct production area	N	
8	Do you allow smoking on the work floor	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	In storage area's
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://www.sabic.com/en/products

15	- for EU 10/2011 (former: EC 2002/72) and EC 1935 /2004 framework (Food contact)	See →	for declaration of product conformity https://www.sabic.com/en/products
16	Do you as company other relevant product safety information?	See →	for declaration of product conformity https://www.sabic.com/en/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/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://www.sabic.com/en/about/sabic-codeof-ethics
2	Is SABIC a signatory to the UN Global Compact (“UNGC”)?	Y	See website: http://www.unglobalcompact.org/participant/17187-Saudi-Basic-Industries-Corporation-SABIC-
3	Do you train your employees on ethical issues?	Y	
4	Does the company evaluate it’s CSR performance by a third party?	Y	By EcoVadis, the latest score was: Gold award rating to be the top 15% of Global player in Chemical/polymer business. For more info on EcoVadis contact: www.ecovadis.com
4	Do you have policies aimed to abolish Child labor?	Y	See SABIC Code of Ethics https://www.sabic.com/en/about/sabic-codeof-ethics In addition, SABIC is introducing a program to ensure its suppliers meet sustainable business requirements, including the abolishment of child labour practices
5	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://www.sabic.com/en/products
6	Do you as a company have a sustainability program	Y	https://www.sabic.com/en/sustainability/corporate-reporting
7	Do you have sustainability targets	Y	

8	Do you have Energy certificate ISO 50001	Y/N	The Gelsenkirchen site is certified
9	Do you have a AEO certificate (Customs security)	Y	