33587 Walker Rd.
Avon Lake, OH 44012
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Dear Valued Customer:

Thank you for your inquiry regarding the quality system at PolyOne.

PolyOne Corporation, its subsidiaries and affiliates--designs, sources, manufactures and distributes chemicals and plastic products globally. PolyOne creates lasting relationships with our suppliers and customers, which allows PolyOne to competitively offer a wide selection of products and solutions to customers within industries across the world.

PolyOne has created the quality survey response below in an effort to communicate proactively with current and potential customers about our commitment to quality and maintaining a sound and diverse quality management system. PolyOne is committed to continuous improvement and delivering solutions on the foundation of quality focus. We at PolyOne are strong advocates of quality with our business partners. Our focus on continual improvement is critical to delivering success in all aspects of our business.

Review the index for particular pieces of information and location within the response. Unless otherwise noted, the information contained within is applicable to all PolyOne Facilities.

Thank you again for your inquiry. If any further information beyond included content is needed, feel free to contact us.

Sincerely,

Brett Warland
Director of Process Improvement
PolyOne Corporate

Table of Contents

1.0 PolyOne Corporate: Overview

- To view the PolyOne Executive Leadership Team and the PolyOne Business Leadership, please visit the following URL: http://www.polyone.com/company/about-us/company-officers

Corporate Department of Continuous Improvement (Quality Department)		
Brett Warland	Director of Process Improvement	440-930-3318
Jake Kucbel	Corporate Quality Engineer	440-930-1557

SIC / NAICS Codes and Descriptions for PolyOne Businesses		
3087	325991	Customer compounding of purchased resins
2821	325211	Plastic material and resin manufacturing
2851	325510	Paint and coating manufacturing (Specialty Coatings)
5162	422610	Plastic materials wholesalers (POD)
326199	Composites	(Glasforms)
DUNS#	84-508-2861	PolyOne Corporate at PolyOne Center
Federal ID#	34-1730488	

- Company Longevity: As PolyOne, since 9/1/2000. Predecessors MA Hanna and The Geon Company, over 100 years.

2.0 Management System Registrations

For more information regarding our Management System certifications, please refer to our website at http://www.polyone.com/company/sustainability/environmental/global-iso-certificate-library

3.0 Audit

PolyOne is open to permitting an audit of PolyOne facilities, subject to:
- Advanced notice of minimum thirty (30) days, or as otherwise specified by individual facility's audit governance.
- Audit must be conducted during normal business hours; and
- All persons attending the audit may be required to sign a non-disclosure agreement prior to being permitted into PolyOne facilities. Additionally, any and all required Personal Protective Equipment (where applicable) is mandatory.

4.0 Management Responsibility

How many buildings do you have and what is the total floor space?	We do not answer this question on surveys.
How many production personnel and how many quality personnel and how many total employees do you have?	We do not answer this question on surveys.
Who are your major customers?	Due to potential competition between customers, we do not answer this question on surveys.
Will you send a quality manual?	As approved by the Corporate Director of Quality for PolyOne.
Will you send out organization charts?	We do not send out organization charts with surveys.
Will you send level 2 ISO procedures and work instructions?	These are confidential and are not sent out.
Can you provide insurance certificate for product liability?	This can be done through Risk International (330) 463-5026 or Risk International Services, Inc. Phone: 216-255-3406 Fax: 216-255-3456 4199 Kinross Lakes Parkway, Suite 220 Richfield, OH 44286
Are you registered to an ISO quality system?	There is one ISO 9001 certificate whose scope covers 27 sites and support functions in North America. ISO/TS 16949 certifications (7) are site-specific. ISO certificates can be found at www.polyone.com under Quick Links > ISO List.
What are the PolyOne Plant locations?	Refer to PolyOne Internet site – About Us > Locate Us http://www.polyone.com/en-us/Pages/default.aspx
Who can answer questions about PolyOne conformance to various "Right-to-Know" legislation (such as California Proposition 65)?	Melissa Clark-Douglas, Global Strategic Leader, Product stewardship. 440-930-1291
If products are regulated by FDA, can a letter be provided that the product meets Code of Federal Regulations requirements for the intended use?	PolyOne does manufacture and sell products approved for use in FDA applications. Information on compliance of specific products can be reached by contacting kelly.nicolini@polyone.com.
Will PolyOne sign a customer's ethics pledge?	PolyOne has its own Ethics policy that is reviewed and agreed to by employees. A copy of this policy can be provided upon request.

5.0   Quality Overview

1. Does a quality manual exist that describes the systems and controls implemented by the company to assure the quality of its products and services?	Yes – there is one quality manual for plants registered to ISO 9001 in North America. Each plant registered to ISO/TS16949 has its own registration.
Will you provide the Quality Manual on request?	Generally yes, if authorized by the Corporate Quality Department.
2. Describe the customer-focused strategic quality plan for continuous improvement of the organization, its products and services.	Customer survey & complaint data, results of customer, internal and external audits, non-conforming materials etc. are typically used as input in the planning process.
3. What certifications exist, or what certifications is the supplier in the process of achieving	Plants are ISO 9001or ISO/TS 16949. Selected key strategic laboratories have ISO 17025 certification.
4. Describe the quality control and statistical process improvement plans.	PolyOne uses primarily a Lean Six Sigma approach. We typically use a set of formal quality tools and training and coaching in the application of those tools.
5. Identify the statistical techniques being used in the following applications: define relationship of process and material variables with product properties; study process capability; monitor and optimize processes; develop sampling plans; evaluate test methods and their variability; follow-up on material quality; and, follow-up on produced goods quality.	Various techniques as appropriate to the situation but generally including: Correlation & regression analysis, pareto charting, fish-bone diagrams, Pp/Ppk/Cpk analysis, Control Charting, Statistical Studies of uncertainty in test results due to process, sampling and test variability (R&R), Uncertainty budgeting, Round-robin testing of control samples, proficiency testing, DFMEA & FMEA, Control plans, Process mapping & value stream mapping, Lean Six Sigma techniques, 5S, Formal Vendor Evaluation programs, tracking of vendor performance, vendor audits, customer visits, customer surveys, customer focus groups, etc.
6. Describe the process control methodology.	Generally control plans (including control points where samples are taken). These control plans may include control of Raw Materials, process set-up, in-process inspection & final inspection. The control points are generally set to control known sources of variance. DFMEA & FMEA techniques are used to determine sources of variance, the significance of those sources and control methods. Wherever possible, mistake proofing is used to eliminate the source of variance and where this is not possible, trouble-shooting guides are provided
7. What analysis tools exist and how well are they utilized?	Key performance indicators and goals are set for each business
8. Describe the customer complaint system.	External complaints are tracked and analyzed through our Company-Wide Customer Complaint System (CCS). Internal complaints are tracked and analyzed by location. Goals are set by facility and function for reduction in complaints.

9. Define the preventative maintenance schedule that manufacturing adheres to.	Each manufacturing location typically has a preventive maintenance schedule. Plants supplying the automotive industry also typically practice predictive maintenance. The schedule is decentralized because of differences in equipment at the different facilities but goals are set for maintenance downtime and performance is tracked. Where goals are not being met, corrective actions are generally included in the planning process.
10. Explain traceability methods.	Traceability is provided via our Enterprise Resource Planning System. Generally, data is kept on planned vs. actual production dates, operators enter raw material lot numbers, line and processing conditions are recorded, and test data is recorded. Test data is then reported on the COA which is generally generated out of the System.
11. What additional data is provided when product is shipped?	PolyOne generally supplies a Certificate of Analysis.
12. How are results collected, formatted, analyzed over time and acted upon for the following: • Test results of incoming materials inspection • Test results of in-process inspection • Test results of finished product inspection • Modifications made to the process • Quantities and types of defects found • Quantities of product accepted and rejected	QC Testing of incoming raw materials is de-emphasized in favor of Quality Assurance to ensure vendors supply materials that meet our requirements. There is a comprehensive system in place to track and analyze vendor performance and to take action, as appropriate, in the event of poor performance or non-compliance. Testing may still be carried out on incoming materials for vendors who are on probation or for materials with a high risk factor attached to them. Given the nature of our operations there is generally very little opportunity for true in-process testing. Processing conditions such as weights, temperatures and RPMs are typically recorded and correlated with finished product quality in order to determine set-points etc. As described in #8 above, internal and external complaints are tracked and analyzed for opportunities to improve the process by applying techniques such as mistake proofing, as appropriate. Efficacy of corrective actions is monitored and generally factored into trouble-shooting guides for situations where mistake proofing has not been effective.

5.1 Quality Management System

1. Is there a formal, documented procedure / document control system in place?	Yes, as part of the central certification ISO 9001 documentation. Manufacturing sites have implemented Integrated Quality System (IQS) software. Other sites have similar documented systems.
2. Describe your calibration process.	There are written procedures; calibration records are maintained for a relevant piece of equipment, and calibration is traceable to NIST or other nationally recognized standards. There is a national contract in place with a calibration service provider to conduct and standardize calibration at PolyOne North American plants.
3. Are inspection plans available?	Yes.
4. Are accepted versus rejected component materials properly identified and segregated?	Yes.
5. Is first in, first out inventory control observed?	Yes.
6. Are there procedures for warehouse control and distribution to ensure that only approved components / materials are distributed?	Yes.
7. Is there a corrective and preventive action system in place?	Yes, as part of the ISO 9001 documentation.
8. Do you have integrated quality system software?	Yes.

5.2 Supplier Management

1. How is the quality of incoming material verified?	Specifications are generally agreed to before purchase by each business's technical management. COAs are requested for all Raw Materials. Plants typically verify via paperwork and labels that the correct material has been received. In the Color business, blind random sampling of the incomming material is used to verify COA data. In selected situations where a vendor has attained preferred status, the vendor may be authorized to self-certify material provided that they maintain and make data available to PolyOne that shows compliance of the raw material with the PolyOne specification. This Certificate of Compliance with data availability on request will be the prefered system in the near future.
2. Describe the supplier quality program.	Vendor performance is monitored via a formal vendor performance system that includes a vendor scorecard. Individual non-conformances typically require a formal response from the vendor. Vendors with a sub-standard performance on the scorecard generally receive specific direction on improvement opportunities. Business is

	awarded to vendors on the basis of their performance.
3. How is the supplier rated?	There is a formal vendor scorecard that evaluates each shipment from each vendor in regard to, delivery, package quality, timeliness, and quantity. Each Sourcing Manager rates vendors on pricing.
4. Has a preferred / qualified supplier list been generated, and how is it utilized?	There is a preferred supplier list that is controlled by each Business and Sourcing management. Corporate Sourcing sets up contracts for approved materials with the preferred suppliers and the production facilities typically can only purchase materials that have been approved from suppliers with whom contracts have been established.
5. What system exists to manage the change from an under-performing supplier to a preferred supplier?	Set-up of the bill of material (BOM) in our system prevents substitution of raw materials and/or vendors without proper approvals by the "owner" of the BOM. The "owner" is the person or authority who originally developed the formulation.
6. Describe any supplier / material qualification system that is being used.	During New Product Introduction (NPI) technologists are typically required to utilize materials from specific approved suppliers, which materials have been approved for use and set-up with all regulatory approvals etc. These materials appear on the "core raw materials list." Performance of these materials and the suppliers of these materials are monitored via the vendor scorecard.

5.3   Delivery

1. Does capability exist to offer Supplier Managed Inventory or Terms on Consumption?	Capability exists. Contact the appropriate account representative to negotiate specifics.
2. What are typical lead times?	1 to 21 days based on the specific product and/or process.
3. What is delivery performance?	On-time delivery is tracked and published by facility.
4. Please describe any lead-time reduction plans that are in place.	PolyOne has in place a formal program Lean Six Sigma program that includes lead-time reduction projects.

5.4 Systems, Policies, and Practices

1. Describe EDI (Electronic Data Interface) capability.	PolyOne has the capability to provide EDI.
2. Are Constraint Management practices being utilized?	Yes – PolyOne has a formal approach called Compound Asset Improvement and Design (CAID) that is used for investigation and removal of constraints.
3. What is the company's environmental policy?	The policy can be found at www.polyone.com
4. Describe your training policy.	It is our policy to assess the competence of our employees, thereby determining training needs and then providing for the training of all personnel performing activities integral to the efficient and effective operation of our business. Training effectiveness is monitored periodically.
5. Describe your manufacturing management system.	During the development of a product, the bill of material, inspection plan, processing conditions, etc. are established. On approval of the product and placement of an order, this data is extended to the plant that will produce the product. At the same time, the raw materials that are contained in the Bill of Materials (BOM) are also extended to the plant to enable the plant to purchase the materials. Any changes to the BOM, inspection plan, processing conditions, etc must be approved by the person or authority who developed the product. Actual data from a production run is recorded as the "run history" and fed back to the functions such as planning and scheduling to make necessary adjustments to things like run rates.

5.5 Responsiveness

1. What level of lab / technical support is provided during the early phase of sales to a new customer? What sustaining support is provided once the customer has been purchasing the product for several months?	The level of support to be provided would typically be according to the agreement negotiation with the Customer. Lab/technical support is available both during the early phases of sales to a new Customer and once the Customer is well established.
2. What level of capacity planning is shared with the customer on a regular basis?	Capacity planning information is available and sharing of that information with the Customer would be according to the agreement negotiated with the Customer.
3. What system is in place to notify the customer of any late deliveries?	PolyOnetracks actual vs estimated ship dates and various systems (electronic, fax, phone) are currently used to inform Customers in the event of a late delivery.

4. What is the system used to respond to customer complaints and requests for corrective action?	Customer complaints are entered, tracked and analyzed through our Company-Wide Customer Complaint System (CCS). The system assigns complaints to an "owner" who is responsible for sheparding the complaint through the root cause analysis, and appropriate corrective & preventive action. There are specific "stage gates" programmed into the system and requirements to assign action items and responsibilities for those actions. The system reports the number of complaints by type, number of complaints still open, number of complaint responses , etc. These summary reports go to the management of the function that "owns" the complaint (for instance manufacturing complaints go to the plant manager and manufacturing director). .
5. What is the target response time to complaints and corrective action requests	24 hours for an initial response back to the Customer and a letter to the Customer outlining the causes of the problem and the corrective action within 30 days. A system to respond faster is a current goal.
6. How often is corrective action status reviewed? By whom?	Typically reviewed monthly by the facility management, functional management and then by the Business Team that includes all the functions that could possibly "own" a complaint.

5.6   Technology

1. Describe the company's performance in terms of new technology / new product introduction.	PolyOne has people and facilities in North America, Europe and Asia dedicated to developing new product applications, new products and or new technologies to meet Customer needs.
2. Describe the state of equipment / tools and processes that produce products for customers.	Equipment/tools and processes that produce material for customers generally are more than adequate to meet the requirements. In addition, all these same equipment/tools and processes are typically subject to a formal continuous improvement approach using Lean Six Sigma techniques to ensure that we maintain our competitive edge.
3. What is the turnaround time to provide samples and prototypes?	1 to 21 days depending on the specific project, product, and/or process.

6.0 Information Technology Disaster Recovery Practices

A	Business Continuity Strategy	
A1	In the event of a disaster or significant disruption, does your organization have documented plans for business continuity and IT disaster recovery?	Yes
A2	If you answered "Yes" to Question (A1), what type of failure scenarios or outages do you plan for?	Fire, Water, Storm, Bomb threat
A3	If you answered "Yes" to Question (A1), what duration of time is assumed for each type of failure scenario or outage you plan for?	Worst case 72 hours
A4	If you answered "Yes" to Question (A1), does the plan establish critical business functions with recovery priorities?	Yes
A5	If you answered "Yes" to Question (A4), what is the expected recovery time for your critical business functions?	1 – 2 days
A6	If you answered "Yes" to Question (A1), does the plan account for interdependencies both internal and external to your organization?	Yes
A7	If you answered "Yes" to Question (A1), does the plan cover some, most, or all locations from which you provide your services?	All. All critical systems located central data center. Individual DR plans are in place per specific plants and satellite offices
A8	If you answered "Yes" to Question (A1), what percentage of "business as usual" servicing capability is the plan designed to address?	76 to 99%
A9	Do you have a dedicated team of professionals focused on business continuity and/or IT disaster recovery?	Yes
A10	Is your main IT facility or data center located in the same building or office complex occupied by your main business or operations staff?	Yes Same location different building
B	Crisis Communication	

B1	Do you have a documented crisis management process within your organization?	Yes
B2	If you answered "Yes" to Question (B1), does this process cover internal and external communications during a crisis event?	Yes
B3	How would you notify your customers of an outage?	The outage should be transparent, however, business function Customer Service Reps would communicate the outages
B4	Do you provide the customer with detailed contact information in the event of an outage or emergency?	No
B5	Please describe how you notify your team of an incident and direct them through the recovery.	We are staffed 24x7x365 We have call lists outlined by specific incidents. All key contacts have cell phone coverage. Each support team has on call rotation schedule
C	**Back Up Facilities**	
C1	Does your organization have an alternate site location for data center recovery purposes?	Yes Canton, OH
C2	If you answered "Yes" to Question (C1), what is the approx. distance between your production (primary) site and alternate (secondary) site for data center recovery purposes?	80 miles
C3	Does your organization have an alternate site location for work area recovery purposes?	Critical work functions have mobile computing equipment, and would work from a home/remote offices.
C4	If you answered "Yes" to Question C3), what is the approx. distance between your production (primary) site and alternate (secondary) site for work area recovery purposes?	
C5	Do you use an external BCP/DR service provider for your data center recovery needs?	Yes
C6	Do you use an external BCP/DR service provider for your work area recovery needs?	Yes
C7	If you answered "Yes" to Question (C6), is your contract with your BCP/DR service provider honored on a first-come/first-served basis?	Yes In a multiple DR scenario yes.

C8	What recovery strategy does your organization use for mainframe systems?	Active/Back-up
C9	What type of recovery strategy does your organization use for distributed systems?	Active/Back-up
C10	Is the processing capacity of your back-up facility equal to that of your primary facility?	Yes Identical – Contracted for such
C11	Is it feasible to run from you back-up facility for an extended period? (e.g. at least six weeks)	Yes
D	**Testing**	
D1	If you answered "Yes" to Question (A1), is the plan periodically tested?	Yes Annual
D2	If you answered "Yes" to Question (D1), how frequently is the plan tested?	Annually
D3	If you answered "Yes" to Question (D1), do you involve IT staff, business unit or operations staff or both in your internal BCP/DR tests?	Both IT and Business Unit or Operations Staff
D4	If you answered "Yes" to Question (D1), would you involve your customer in your external BCP/DR tests?	No Not considered however would be open to such a suggestion
D5	If you answered "Yes" to Question (D1), do internal or external auditors review your BCP/DR tests?	Yes BOTH
D6	If you answered "Yes" to Question (D1) what components of your systems and infrastructure are tested?	Applications Middleware Database Data networks (internal and external) Desktop
E	**September 11th**	
E1	Did your organization invoke its business continuity or IT disaster recovery plan(s) as a result of the September 11 tragedy?	Yes We placed our onsite activities in motion
E2	Has your organization enhanced its business continuity planning initiative, or is in the process of enhancing its plans in light of September 11?	Yes
F	**Support**	
F1	Please provide primary and alternate contact information for communication during an emergency.	1st Director, IT 2nd Manager, Desktop Computing
G	**Other**	
G1	Do you have firewall protection	Yes.

7.0   Environmental Management System / ISO 14001

PolyOne Corporation conducts its operations in an environmentally responsible manner that is protective of the communities in which we operate. Our environmental management system assures compliance with applicable environmental laws and regulations.

We are committed to the continual improvement of environmental programs and to pollution prevention. Setting and periodically reviewing environmental objectives and targets assures excellence in environmental leadership and product stewardship.

We feel confident in our current environmental management system and have no plans to obtain ISO 14001 third-party registration throughout the company in North America. ISO 14001 registration can be considered, however, when the business case shows there to be a mutual benefit with our key customers. To that end, we currently have four plants in the United States registered to ISO 14001, as well as a few in Europe. PolyOne management will decide any future considerations for ISO 14001 registration.

8.0   Credit References

Please contact your customer service representative to request specific references and related information.

9.0   Sustainability and No Surprises Pledge

View policies at www.polyone.com

http://www.polyone.com/en-us/docs/Documents/PolyOne%20No%20Surprises%20Pledge.pdf