

Introduction – PolyOne receives many quality surveys from customers, typically called “vendor assessment” or “supplier quality survey”. These are either intended to allow our customers to prove that they are carrying out quality development with their suppliers, or are used to evaluate us as a supplier. These go to various people in the organization. This document is intended to help respond to this type of survey. More critical surveys to determine whether we get new or increased business are coordinated by the appropriate sales rep and business or general manager.

<p>PolyOne Corporation</p> <p>Address of Corporate Headquarters 33587 Walker Road Avon Lake OH, 44012</p> <p>Phone - (866)-765-9663 Fax – (440)- 930-3064</p>	<p><u>SIC / NAICS Codes & Descriptions for PolyOne Businesses</u> 3087=325991 Custom Compounding of purchased resins 2821=325211 Plastic material and resin manufacturing 2851=325510 Paint and coating manufacturing (Specialty Coatings) 3081=326113 Surface active agent manufacturing (Films) 5162=422610 Plastics materials wholesalers (POD) 3069=326299 All Other Rubber Product Manufacturing</p> <p>DUNS# 84-508-2861 (PolyOne Corporate at PolyOne Center) Federal ID# 34-1730488</p>
<p>CEO – Steve Newlin Phone of Executive Assistant- (440) 930-3132 Fax: - (440) 930-1002</p>	<p>CFO – Robert Patterson CIO – Ken Smith General Counsel - Lisa Kunkle Sr. Vice President of Commercial Development– Michael Kahler Sr. Vice President of Operations – Tom Kedrowski</p>
<p>Debt Rating Moody’s – B1 Fitch – BB-</p>	<p><u>Length of Time Company has been in Business</u> As PolyOne, since 9/1/2000. As its predecessors, MA Hanna and The Geon Company, over 100 years.</p>
<p>Corporate Department of Continuous Improvement (Quality Department)</p>	<p>Director of Process Improvement – Brett Warland – 440 930 3318 Sr. Manager, Quality Systems – Paul Contoveros - 440 930-1439 Sr. Manager, Quality – Beryl Prusinoski – 440 930-3363 Operational Excellence Leader – Tim Lewis – 440-930-1141 Fax 440 930-3034</p>
<p>PolyOne Distribution (POD)</p> <p>POD Phone 630-972-0505 POD Fax 630-972-0568</p>	<p>Vice President and GM – Michael Rademacher Business Center – Romeoville, IL Major service center locations: Ayer, MA; Massillon, OH; Rancho Cucamonga, CA.</p> <p>Distributed from 23 Major Locations.</p>

General

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.
Would you allow the customer to do an on site visit to the relevant facility?	Yes, if the appropriate Business Manager and Manufacturing Director approve the request.
Can you provide an 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 gkristancic@riskinternational.com 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 36 sites and support functions in North America. ISO/TS 16949 certifications (4) 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/contact/Pages/LocateUs.aspx
Who can answer questions about PolyOne conformance to various “Right-to-Know” legislation (such as California Proposition 65)?	Barbara Kantola, 440 930-1395, in the Product Stewardship Department handles these questions
If products are regulated by FDA, can a letter be provided that the product meets Code of Federal Regulations requirements for the intended use?	The general answer is yes, but must be verified by Ralph Helfer (770-271-5902) in Product Stewardship if a customer is asking about a specific product.

Section 1: Quality

<p>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?</p> <p>Will you provide the Quality Manual on request?</p>	<p>Yes – there is one quality manual for plants registered to ISO 9001. Each plant registered to ISO/TS16949 has its own registration.</p> <p>Yes, if authorized by the Corporate Quality Department.</p>
<p>2. Describe the customer-focused strategic quality plan for continuous improvement of the organization, its products and services.</p>	<p>Customer survey & complaint data, results of customer, internal and external audits, non-conforming materials etc. are used as input in the planning process.</p>
<p>3. What certifications exist, or what certifications is the supplier in the process of achieving</p>	<p>Plants are ISO 9001 or ISO/TS 16949. Selected key strategic laboratories have ISO 17025 certification.</p>
<p>4. Describe the quality control and statistical process improvement plans.</p>	<p>PolyOne uses primarily a LEAN Six Sigma approach. We use a set of formal quality tools and training and coaching in the application of those tools.</p>
<p>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.</p>	<p>Various techniques as appropriate to the situation but 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 techniques, 5S, Formal Vendor Evaluation programs, tracking of vendor performance, vendor audits, Customer visits, Customer surveys. Customer focus groups, etc.</p>
<p>6. Describe the process control methodology.</p>	<p>Control plans (including control points where samples are taken). These control plans include control of Raw Materials, process set-up, in-process inspection & final inspection. The control points are 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, troubleshooting guides are provided</p>
<p>7. What analysis tools exist and how well are they utilized?</p>	<p>Prime Product Yield (PPY) and Overall Operating Efficiency (OEE) are primary metrics that we call "Measurable Deliverables". These drive efficiency and waste elimination by virtue of the fact that they are significant components in management incentive compensation plans.</p>

<p>8. Describe defect-reduction plans to improve products.</p>	<p>External defects are tracked and analyzed through our Company-Wide Customer Complaint System (CCS). Internal defects are tracked and analyzed by location. Goals are set by facility and function for reduction in defects.</p>
<p>9. Define the preventative maintenance schedule that manufacturing adheres to.</p>	<p>Each manufacturing location is required to have a preventive maintenance schedule. Plants supplying the automotive industry also 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 required to be included in the planning process.</p>
<p>10. Explain traceability methods.</p>	<p>Traceability is provided via our Enterprise Resource Planning System (SAP). 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 generated out of SAP</p>
<p>11. What additional data is provided when product is shipped?</p>	<p>PolyOne supplies a Certificate of Analysis.</p>
<p>12. How are results collected, formatted, analyzed over time and acted upon for the following:</p> <ul style="list-style-type: none"> • 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 	<p>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 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.</p> <p>Given the nature of our operations there is very little opportunity for true in process testing. Processing conditions such as weights, temperatures and RPMs are recorded and correlated with finished product quality in order to determine set-points etc. As described in #8 above, internal and external defects are tracked and analyzed for opportunities to improve the process by applying techniques such as mistake proofing. Efficacy of corrective actions is monitored and factored into trouble-shooting guides for situations where mistake proofing has not been effective.</p>

Section 2: Quality Management System Topics

1. Is there a formal, documented procedure / document control system in place?	Yes, as part of the ISO 9001 documentation. Manufacturing sites have implemented Integrated Quality System (IQS) software.
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 the R.J. Bagan company to conduct and standardize calibration at PolyOne North American plants.
3. Are inspection plans available?	Yes, in the SAP system.
4. Are accepted versus rejected component materials properly identified and segregated?	Yes, virtually in SAP and physically on the shop floor.
5. Is first in, first out inventory control observed?	Yes, via inventory control in SAP.
6. Are there procedures for warehouse control and distribution to ensure that only approved components / materials are distributed?	Yes, via SAP.
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, software by IQS, Inc.

Section 3: Supplier Management

1. How is the quality of incoming material verified?	Specifications are agreed to before purchase by each business technical management. COAs are requested for all Raw Materials. Plants verify via paperwork and labels that the correct material has been received. Material that has not been received cannot be scheduled for production. In the Color business, blind random sampling of the incoming 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 providing them 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 preferred 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 require a formal response from the vendor. Vendors with a sub-standard performance on the scorecard receive specific direction on improvement opportunities, they are subject to a vendor quality system assessment and business is awarded to vendors on the basis of their performance on the scorecard.
3. How is the supplier rated?	There is a formal SAP vendor scorecard that evaluates each shipment from each vendor in regard to quality, delivery, package, COA timeliness, and quantity. Each Business Sourcing department 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. Sourcing management. Business Sourcing sets up contracts for approved materials with the preferred suppliers and the production facilities 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 SAP 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 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 is monitored via the vendor scorecard.

Section 4: 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. This metric is one of our "measurable deliverables" against which management is assessed and compensated.
4. Please describe any lead-time reduction plans that are in place.	We are currently engaged a formal program of business process redesign events utilizing LEAN SIX SIGMA techniques. One of the stated objectives of these redesign events is lead-time reduction.

Section 5: 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?	<p>“PolyOne Corporation will conduct 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.</p> <p>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.</p> <p>It is the responsibility of each and every one of us to ensure that all operations in the company are carried out in accordance with this policy.”</p>
4. Describe your training policy.	It is our policy to assess the competence of our employees, thereby establish training needs and then to provide 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.	<p>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 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.</p> <p>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.</p>

Section 6: Responsiveness

<p>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?</p>	<p>The level of support to be provided would 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.</p>
<p>2. What level of capacity planning is shared with the customer on a regular basis?</p>	<p>Capacity planning information is available and sharing of that information with the Customer would be according to the agreement negotiated with the Customer.</p>
<p>3. What system is in place to notify the customer of any late deliveries?</p>	<p>Our SAP system tracks actual vs promised ship dates and various systems (electronic, fax, phone) are currently used to inform Customers in the event of a late delivery.</p>
<p>4. What is the system used to respond to customer complaints and requests for corrective action?</p>	<p>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 shepherding the complaint through the root cause analysis, 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 number of complaints by type, number of complaints still open, number of complaint responses late, 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). Goals are set by facility and business for reduction in complaints and attainment of these goals is a significant element in management's incentive compensation.</p>
<p>5. What is the target response time to complaints and corrective action requests</p>	<p>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.</p>
<p>6. How often is corrective action status reviewed? By whom?</p>	<p>Monthly by the facility management, functional management and then by the Business Team that includes all the functions that could possibly "own" a complaint.</p>

Section 7: 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 are more than adequate to meet the requirements. In addition, all these same equipment/tools & processes are subject to a formal continuous improvement approach using LEAN 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.

Section 8: Information Technology Disaster Recovery Practices

The following format came from a key customer but the answers represent overall PolyOne 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
<u>A2</u>	<u>If you answered "Yes" to Question (A1), what type of failure scenarios or outages do you plan for?</u>	Fire, Water, Storm, Bomb threat
<u>A3</u>	<u>If you answered "Yes" to Question (A1), what duration of time is assumed for each type of failure scenario or outage you plan for?</u>	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%
<u>A9</u>	Do you have a dedicated team of professionals focused on business continuity and/or IT disaster recovery?	Yes Part of SAP Basis and Desktop team function
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 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	
<u>C1</u>	Does your organization have an alternate site location for data center recovery purposes?	Yes Chicago, Toronto, Atlanta
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?	300 to 500 miles
<u>C3</u>	<u>Does your organization have an alternate site location for work area recovery purposes?</u>	Yes Akron, Ohio

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?	75 miles
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.	1 st Director, IT 2 nd Manager, Desktop Computing
G	Other	
G1	Do you have firewall protection	Yes – McAfee.

Section 9: 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.

Section 10: Credit References

• **Bank Reference**

National City Corporation
1900 East 9th Street, Locator 2077
Cleveland, OH 44114-3484

**Mail/Fax requests only
Contact: Mr. Robert S. Coleman
Title: Senior Vice President
Phone: 216/222-9714 / Fax: 216/222-0003

Accounts Payable/Billing Information For Accounts with the following billing addresses:

Canadian Inquiries and Billing Address

PolyOne Canada, Inc.
33587 Walker Road, P.O. Box 90
Avon Lake, OH 44012
Contact: Debra Dudsak
440-930-1180 / Fax: 440-930-3531

Freight Inquiries

Schneider Logistics Payment Services
P. O. Box 2000
Sugar Grove, IL 60554
Phone: 630/466-8250

Credit References – US and Canada

Atofina, Inc.
2000 Market Street – 24th Floor
Philadelphia, PA 19103
Fax: 215/419-5400
**Mail or fax requests only

BASF Corporation
3000 Continental Drive, North
Mt Olive, NJ 07818-1234
Contact: Peter Argiriou
Argrip@basf.com
Phone: 973/426-3671 / Fax: 973/426-3663

Crompton
Middlebury, CT
Contact: Tara-Marie Nucera
Phone: 203/573-3302
Fax: 203/573-2092

Exxon Chemical Company
P.O. Box 3272
Houston, TX 77253-3272
**Mail requests only

Domestic Inquiries and Billing Address

PolyOne Corporation
33587 Walker Road, P.O. Box 90
Avon Lake, OH 44012
Contact: Debra Dudsak
440-930-1180 / Fax: 440-930-3531

Credit References – Global

Ciba Geigy Plastics & Additives
Ardsley, NY 10502-2699
Contact: Bob Donald
Phone: 800/431-1900

Great Lakes Chemical
One Great Lakes Blvd
West Lafayette, IN 47906
Contact: Jim Bianculli
Phone: 765/497-6064
Fax: 765/497-5525

Credit References – US

Millennium Chemicals Company
20 Wright Avenue, Suite 100
Hunt Valley, MD 21030
Contact: Chris Nehmer
Fax: 410/229-4415
Email: chris.nehmer@millenniumchem.com