POLYONE DISTRIBUTION

Quality Survey

Standard Response

Quality Survey Standard Response

PolyOne Corporation
33587 Walker Road
Avon Lake, OH 44012
U.S.A.

Table of Contents

General Overview

Dear Customer – PolyOne Distribution receives many quality surveys from our customers, in various formats. To make more efficient use of time, we have listed in this document typical questions we receive and our general practices on each topic. We hope this document meets your needs to evaluate the level of our quality commitment.

As a distributor of materials manufactured by our suppliers, PolyOne Distribution is not able to neither enhance nor expand upon the limited warranties provided by the manufacturers of those materials. We are ISO 9001:2008 certified; therefore our certification complies with any questions relating to our processes and controls. Additionally, PolyOne's sales of those materials, and all other terms and conditions are expressly rejected.

General

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.
Would you allow the customer to do an onsite visit to the relevant facility?	Yes, if the appropriate Business Manager approves the request.
Can you provide an insurance certificate for product liability?	Yes – contact account manager.
Are you registered to an ISO quality system?	Yes. ISO 9001:2008. ISO certificates can be found at http://www.polyone.com/company/policies-and-governance/global-iso-certificate-library
What are the PolyOne Plant locations?	Refer to PolyOne Internet site http://www.polyone.com/center-of-excellence/polyone-north-america
If products are regulated by FDA, can a letter be provided that the product meets Code of Federal Regulations requirements for the intended use? Are you registered with FDA?	The general answer is yes, but must be verified by Kelly Nicolini (770-271-6815) in Product Stewardship if a customer is asking about a specific product. Contact Account Manager. No.
Will PolyOne sign a customer's ethics pledge?	PolyOne has its own Ethics policy that is reviewed and agreed to by employees. A copy is located on the corporate website. http://www.polyone.com/content/polyone-code-ethics

Quality

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 PolyOne sites registered to ISO 9001.
Will you provide the Quality Manual on request?	Yes, if authorized by Corporate Quality Dept.
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 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 9001.
4. Describe the quality control and statistical process improvement plans.	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.
5. Are you C-TPAT certified?	Yes
6. Are your warehouses / service centers union sites?	No
7. Describe the customer complaint system	External defects are tracked and analyzed through our global customer complaint system (EtQ Reliance). Internal defects are tracked and analyzed by location. Goals are set by business for reduction in defects.
8. Define the preventative maintenance.	Preventive maintenance is conducted on fork lift trucks and air compressors.
9. Explain traceability methods.	Traceability is provided via our Enterprise Resource Planning System (SAP). COAs are obtained from suppliers and then sent to customers for each shipment.
10. What additional data is provided when product is shipped?	PolyOne supplies a Certificate of Analysis (COA).

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.
3.	Is first in, first out inventory control observed?	Yes, via inventory control in SAP.
4.	Are there procedures for warehouse control and distribution to ensure that only approved materials are distributed?	Yes, via SAP.
5.	Is there a corrective and preventive action system in place?	Yes, as part of the ISO 9001 documentation.
6.	Are non-conforming materials segregated and controlled?	Yes.

Quality Management System Topics

1. How is the quality of incoming material verified between customer and account manager?	Specifications are agreed to before purchase. COAs are requested for all Raw Materials. Warehouses verify via paperwork and labels that the correct material has been received
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 receives 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, delivery, package quality, timeliness, and quantity
4. Has a preferred / qualified supplier list been generated and how is it utilized?	There is an Approved Supplier List (ASL) for raw materials that is controlled by the Director of Supply & Marketing. There is also an ASL for calibration.

Delivery

1. Does capability exist to offer Supplier Managed Inventory or Terms on Consumption?	Capability exists. Contact the appropriate account manager 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. Included in these redesign events are lead-time reduction projects.

Systems, Policies and Practices

1. Describe EDI (Electronic Data Interface) capability.	PolyOne has the capability to provide EDI.
2. What is the company's environmental policy?	"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. 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. 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."
3. 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.

Responsiveness

1. What system is in place to notify the customer of any late deliveries?	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.
2. What is the system used to respond to customer complaints and requests for corrective action?	Customer complaints are entered, tracked and analyzed through our global customer complaint system (EtQ Reliance). The system assigns complaints to an "owner" who is responsible for sheparding 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. Goals are set by the business for reduction in complaints and attainment of these goals is an element in management's incentive compensation.
3. What is the target response time to complaints and corrective action requests	48 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.
4. How often is corrective action status reviewed? By whom?	Monthly by functional management and Director of Sales and Operations Planning.

Information Technology Disaster Recovery Practices

A1. In the event of a disaster or significant disruption, does your organization have documented plans for business continuity and IT disaster recovery?	Yes
If you answered "Yes" to Question (A1), what type of failure scenarios or outages do you plan for?	Fire, Water, Storm, Bomb threat
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
If you answered "Yes" to Question (A4), what is the expected recovery time for your critical business functions?	1 – 2 days
If you answered "Yes" to Question (A1), does the plan account for interdependencies both internal and external to your organization?	Yes
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

If you answered "Yes" to Question (A1), what percentage of "business as usual" servicing capability is the plan designed to address?	76 to 99%
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
Is your main IT facility or data center located in the same building or office complex occupied by your main business or operations staff?	IT and data are located in the PolyOne Corporate headquarters in Avon Lake, OH.
Crisis Communication	
B1. Do you have a documented crisis management process within your organization?	Yes
If you answered "Yes" to Question (B1), does this process cover internal and external communications during a crisis event?	Yes
How would you notify your customers of an outage?	The outage should be transparent however business function Customer Service Reps communicate the outages
Do you provide the customer with detailed contact information in the event of an outage or emergency?	No
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
Back Up Facilities	
C1. Does your organization have an alternate site location for data center recovery purposes?	Yes Chicago, Toronto, Atlanta
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
C3. Does your organization have an alternate site location for work area recovery?	Yes Other service centers.

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?	There is a backup center 75 miles from the corporate headquarters.
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
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.
What recovery strategy does your organization use for mainframe systems & distributed systems?	Active/Back-up
Is the processing capacity of your back-up facility equal to that of your primary facility?	Yes Identical – Contracted for such
Is it feasible to run from you back-up facility for an extended period? (e.g. at least six weeks)	Yes
Testing	
D1. If you answered "Yes" to Question (A1), is the plan periodically tested?	Yes Annual
If you answered "Yes" to Question (D1), how frequently is the plan tested?	Annually
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
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
If you answered "Yes" to Question (D1), do internal or external auditors review your BCP/DR tests?	Yes - Both
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

September 11th	

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
Has your organization enhanced its business continuity planning initiative, or is in the process of enhancing its plans in light of September 11?	Yes
Support	
Please provide primary and alternate contact information for communication during an emergency.	1st Director, IT 2nd Manager, Desktop Computing
Other	
Do you have firewall protection	Yes – McAfee.

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.

Sustainability & No Surprise Pledge

As the world's premier provider of specialized polymer materials, services and solutions, PolyOne is committed to meeting the needs of the present without compromising future generations' ability to meet their needs. We are committed to creating value for our customers, employees, communities and shareholders through our dedication to ethical, sustainable and fiscally responsible principles.

- We will put our Customer First by helping them grow their businesses with innovative, safe and environmentally sound solutions following the principles of trust and environmental stewardship established in our groundbreaking No Surprises Pledge SM .
- We will strive to minimize our environmental impact and maximize our conservation of the earth's resources by using energy-efficient technologies, recycling more, reducing waste, continuously improving operating efficiencies and driving operational excellence.
- We will provide a safe workplace for our employees and will protect our communities by continuously improving our world-class environmental, health and safety performance.
- We will create opportunity for our employees by growing our business, building a more diverse workforce, investing in world-class training and development, and making PolyOne the employer of choice.
- We will be involved in the communities in which we operate by building closer relationships with charitable and public service organizations and encouraging our people's engagement in local sustainability initiatives.
- We will work collaboratively with our suppliers to lessen the environmental impact of logistics across our global supply chain.
- We will build strong relationships with providers of leading-edge sustainable technologies.

No Surprises Pledge℠
Beyond Polymers. Better Business Solutions.℠

At PolyOne, we are committed to helping you grow your business with safe and environmentally sound solutions. This commitment is exemplified by our **No Surprises Pledge℠** which we make to all customers and markets, across the globe.

- You can be confident that, in formulating and manufacturing our materials, we use sustainable practices to provide long-term product viability and sound environmental stewardship.
- You can expect that the materials we produce contain only ingredients that conform to accepted legal and regulatory compliance guidelines.
- You can trust that PolyOne materials meet the rigorous quality and safety management standards required across the globe.
- You can be certain that PolyOne meets or exceeds the material safety data reporting requirements of your country or region.
- When you choose PolyOne, you can be confident our products will help you meet or exceed today's stringent compliance standards.

Credit References

Section 10: Credit References

Dun & Bradstreet #84-5082861   Federal Tax ID No. 34-1730488

Bank Reference   Revenue Canada No 898 45 1794

       Roger F. Reeder
       Vice President
       PNC Business Credit
       1965 E. 6th Street - Suite 400
       Mail Stop: B7-B321-04-1
       Cleveland, OH 44114
       Phone: (216) 222-8719
       Fax: (216) 222-8155

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

Canadian Inquiries and Billing Address	Domestic Inquiries and Billing Address
PolyOne Canada, Inc. P. O. Box 90 Avon Lake, Ohio 44012 440-930-3727 / Fax: 440-930-3531	PolyOne Corporation P. O. Box 90 Avon Lake, Ohio 44012 440-930-3727 / Fax: 440-930-3531
Freight Inquiries PolyOne Corp C/O US Bank Freight Payment Services Dept. POJ, P.O. Box 3001 Naperville, IL 60566-7001	**Credit References - Global** Kaneka Texas Corporation 6161 Underwood Road Pasadena, Tx 77507 Contact: Angelo Miroballi @ 281-447-0755 Ext.188
Credit References – US and Canada Arkema 2000 Market Street – 24th Floor Philadelphia, PA 19103 Fax: 215/419-5400 **Mail or fax requests only	
Chemtura Middlebury, CT Contact: Tara-Marie Nucera @ 203/573-3302 Fax: 203/573-2092	**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
Rohm & Haas 100 Independence Mall West Philadelphia, PA 19106 Contact: Lonnie Picozzi @ 215-592-3824 Email: lpicozzi@rohmhaas.com	Choctaw-Kaul 3540 Vinewood Avenue Detroit, MI 48208 Contact: Kevin Naso @ 313-894-7977
 Dated: 10/20/2010	MCPC 21555 Drake Road Cleveland, OH 44136 Contact: Jeff Raycher, Credit Manager *Faxed Requests Only -- Fax: 440-268-4595